



U.S. RETAILER & DISTRIBUTOR VOLUNTARY WITHDRAWAL RETURN RESPONSE FORM
COMPLETE 7-DAY CLEANSE™
INSTRUCTIONS FOR PRODUCT RETURN
 (Revised February 17, 2010)

Please complete the following steps to ensure that product is returned and that a credit can be processed against your Returns Authorization Number : **Failure to complete all required steps will result in processing delays and may lead to a denial of credit.**

Retailers: Please send your products to your Distribution Centers

Distributors: Please collect the returns from your retailers and return the products to address listed in the form.

Both Retailers and Distributors: Please complete the form below or attached a copy of the original response sent to Iovate. Ensure the form is included in your return.

- € I have checked my stock and have removed the withdrawn products from the shelves. My returns consists of:
(Complete Table 1)
- € I have identified myself below: (Complete Table 2, Please print)
- € I have attached my original response form

Table 1 – Inventory of Withdrawn Products

PRODUCT	UPC	SKU	Lot Number	Number of Units (Each)
Complete 7-Day Cleanse™	631656601619	HYCLE-070-00-0-US HYCL1-070-00-0-US		

Table 2 – Person Completing this Form

Name (First & Last)	
Job Title	
Company Name	
Telephone Number	
Extension, if applicable	
Email address, if applicable	
Address	
City	
State	
Zip Code	



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INSTRUCTIONS FOR RETAILERS:

My RMA# is: URET20100069

Put all the bottles into one box if possible

Label the box(es) clearly with the RMA#.

Include this form in the box(es)

The FedEx driver will bring labels and use the RMA# as the pickup number.

Call FedEx at 1-800-GO-FEDEX (1-800-463-3339), speak to a FedEx representative to *schedule a Ground pickup within the U.S.*

“I would like to request a [Ground Call Tag](#) using an account with an [Exception](#) on it. The ground account number is 9884284; it is linked to express account number 120265741. The name on the account is Gruner Warehouse-Cleanse. Please ensure this is sent via Ground.”

FedEx will ask you the following questions. If they miss questions, ensure you provide the information.

FedEx Question	Answer
What are you shipping?	"Dietary supplements"
Is there any value?	"No"
Is it hazardous?	"No"
How many cases?	Provide the number of cases
What is the weight?	Estimate the weight (each bottle is approximately 0.5 lbs)
What are your hours?	Provide your business hours for the <i>next business day</i> . Although FedEx will do their best to accommodate, they will not offer any guarantees. Their general pickup schedule is 8am – 6pm.
What is the shipping address, contact name, contact number? Where should the driver pickup?	Provide the shipping information. The driver may pickup at the front counter, back doors, etc.
Where is it shipping to? Are there any special instructions?*	<p><u>ALL RETAILER'S:</u> Please forward products to your Distribution Centre</p> <p><u>ALL DISTRIBUTION CENTRE'S</u> Please forward products to the address below:</p> <p>Iovate Health Sciences USA, Inc. c/o Kuehne & Nagel 145 Gruner St. Cheektowaga, NY 14227 Joan Ludwig, 716-891-1671 No special dock or door # Open from 8:30am – 4:30pm</p>



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Is there a reference number?	"Yes, the RMA# is ... "
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The FedEx representative will provide you with a reference number. It will become the tracking number after the shipment is picked up. Please keep this number for your records.

FedEx may miss your pickup, call back the day after the missed pickup and go through this procedure again. On the third missed pickup, leave a voicemail at 1-888-305-6937 and Iovate will contact you to assist in a pickup.

INSTRUCTIONS FOR DISTRIBUTORS:

Isolate withdrawn product in your warehouse.

Complete the form and include it with your return.

Leave a voicemail at 1-888-305-6937 to arrange a pick up either through truck or courier.

Collect all returns from your retailers until there are sufficient quantities and arrange a pickup through 1-888-305-6937, as to minimize multiple shipments.

Please complete this form and return in the box with withdrawn products.

Please contact Angela Smyth at (905) 290-4389 if you have any questions.