

Simplify the returns process. Accelerate reimbursement. Maximize recoverable value.

Cencora's Unsaleable Returns solution helps retail independent pharmacies recover more eligible reimbursement with greater visibility and support.



Maximize eligible reimbursement

Cencora works with manufacturers and its returns vendor on your behalf to help optimize eligible reimbursement, including many partial generic returns. Other programs may follow standard manufacturer returned goods policies and credit terms, which can limit reimbursement opportunities.

\$6,000

**Approximate median
value of product returns***



Accelerate reimbursement

Good Neighbor Pharmacy members can improve cash flow due to timely reimbursement within 45 days** after returns are processed. Other programs may depend on manufacturer payment timing, which may take up to 90–180 days.



Reduce administrative work

Cencora assists you by managing key return tasks in one secure, web-based application, including manifests, shipping labels, FedEx pickups, DEA 222 forms, return status, and credits. Other programs may require more manual coordination across disconnected steps.



**Scan the QR code or visit
unsaleablereturns.com
to explore how Cencora
helps simplify returns and
maximizes recoverable value.**



Get dedicated, pharmacy-specific support

Cencora's dedicated returns team addresses questions and issues, along with support from the returns vendor, so you have guidance from people who understand independent pharmacy. For *Good Neighbor Pharmacy* members, quarterly merchandiser visits at no additional cost to provide support and keep returns activity moving.



Avoid hidden or ancillary fees

Some returns programs may charge extra for accelerated payment, controls handling, product disposal or storage, or on-site services. Cencora charges a single fee for covered services, with no hidden or ancillary fees.

Ready to recover more from unsaleable returns?

Contact your Cencora sales executive or fill out the [contact us form](#) to learn more about how our Unsaleable Returns program can benefit your business.

*Based on Cencora internal data, 2025.

**See the Unsaleable Returns Program Term Sheet for definitions and program terms, which are subject to change.