

Distributor Overstock Return Policy Health Care

- Fax: 920-225-3772

Return Criteria:

- Return requests must include the quantity to be returned and identified by the 7-digit Kimberly-Clark stock code.
- A \$175 restocking charge applies for returns less than 10 cases.
- Kimberly-Clark will review the products and quantities requested for return and issue a Return Goods Authorization (RGA) for the product and quantities authorized.
- Authorized products must be returned in one shipment, freight prepaid by Distributor, to the Distribution Center designated by the RGA.
- Returns must be made within fourteen (14) calendar days after the RGA date of issue. The return shipment must include a packing list indicating the products by 7-digit Kimberly-Clark stock code, the RGA authorization number, and the quantities being returned.
- After review and inspection of returned products, Kimberly-Clark will issue a credit for authorized products received in saleable condition at the distribution center. Product included in the return that is not saleable or not authorized will not be credited.
- Obsolete or discontinued product is not returnable.
- Product must be in saleable condition. Cases must be unopened, undamaged, unmarked and in the original Kimberly-Clark packaging.
- The following products that are not returnable:
 - Partial Cases
 - Made to Order Custom Products
 - Private Label Products
 - Safeskin gloves older than eighteen (18) months from date of manufacture. Lot code information is required in addition to the seven digit stock code to process the return.
 - Products that are expiration dated and have less than 24 months dating remaining.
 - KC Professional Products including wipers, facial tissue, bath tissue, soaps, and towels.
 - KC Consumer Products including diapers, incontinence products, child care, and feminine hygiene products..

Return Credit Administration:

- If a deduction is taken for a product return, the RGA number and amount deducted must be referenced on the remittance advice.
- All credits are valid for ninety (90) days from date of issue.
- All unauthorized deductions will be denied and the Distributor will be charged back in the form of a denial letter. Unauthorized deductions include product returned that was not authorized and product returned that was not received in saleable condition. Failure to repay may result in withholding payment for an incentive/promotion program or any other steps deemed appropriate by Kimberly-Clark Corporation.
- Restocking fees may apply and will be provided at time of request.