



Product Return Instructions

Action: Returns Instructions to be provided to returns/reclamation coordinator at retail store locations and/or retail distribution centers.

Please take affected product to back room and provide returns instructions to returns/reclamation coordinator. If not available, please provide to department/store manager or distribution center manager.
Product Recall Handling Process (Retail)

- **1 Cases – 11 pallets**
 - Contact ABF by Request at 1-866-643-9477 or abbott@arcb.com to schedule pick-up
 - You will be provided a Returns Authorization (RA) number from the Carrier
 - Please put a placard on every box/pallet referencing the RA number
 - Abbott records the returned product
 - Abbott issues credit to customer based on product returned
- **12 Pallets or more**
 - Contact Magellan Logistics at 1-844-200-9110 or abbottreturns@magellanlogistics.com
 - You will be provided a Returns Authorization (RA) number from the Carrier
 - Please put a placard on every box/pallet referencing the RA number
 - Abbott records the returned product
 - Abbott issues credit to customer based on product returned

Additionally, for customers that want to use their backhaul network, this option will also be available.

NOTE: Magellan and ABF will both be providing the Return Authorization number and BOL

If you have any questions, please contact Abbott Customer Service at 1-800-551-5838 Monday through Friday 8:30 – 5:00 p.m. EST