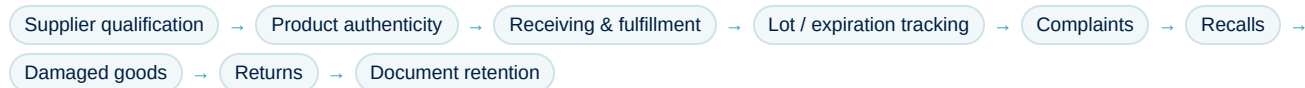


# Quality & Distribution Statement

How CCC Strategic Solutions Medical Supply qualifies suppliers and controls the products it distributes.



## 1. Purpose & scope

This statement summarizes the controlled procedures CCC Strategic Solutions LLC (“CCC”) follows when sourcing, distributing, and supporting non-prescription medical and facility supplies. It is intended for manufacturers, master distributors, and procurement teams evaluating CCC. CCC does not manufacture, relabel, repackage, or import products, and does not distribute prescription pharmaceuticals or in vitro diagnostic devices. Products are distributed in the manufacturer’s original packaging and labeling.

## 2. Supplier qualification

Before CCC purchases from or offers products of a new supplier, the supplier is reviewed and documented in CCC’s approved-supplier file. Review includes:

- Legal business registration and contact details, including a designated contact for quality and recall notices.
- Status as the manufacturer or an authorized distributor of the product line (authorization letter, manufacturer distributor listing, or direct manufacturer account).
- FDA establishment registration and device listing, where applicable, verified against FDA public databases.
- Product regulatory classification, and availability of lot/expiration information, specification sheets, and SDS where applicable.
- Storage, handling, and shipping practices for any orders the supplier ships directly to CCC customers.

Approved suppliers are re-reviewed at least annually and after any significant quality, authenticity, or delivery issue.

## 3. Product authenticity

- CCC purchases only from manufacturers or their authorized distributors; it does not buy diverted, gray-market, or unverified secondary-market product.
- Products are supplied in sealed, original manufacturer packaging and are not relabeled or repackaged by CCC.
- Product suspected to be counterfeit, tampered with, or mislabeled is quarantined, is not distributed, and is reported to the manufacturer.

## 4. Receiving & fulfillment

Orders are fulfilled either by direct shipment from a qualified manufacturer or distributor, or by shipment from CCC. For direct shipments, CCC relies on the supplier’s storage and handling controls, which are reviewed during qualification. When product is received by CCC, it is checked for correct item and quantity, packaging integrity, legible labeling, and expiration dating, and is stored according to the manufacturer’s requirements. CCC does not knowingly ship expired product, and discloses short-dated product to the customer before shipment.

## 5. Lot & expiration tracking (where applicable)

For sterile, lot-controlled, or expiration-dated products, CCC records lot and expiration information on the order record when it is provided by the manufacturer or upstream distributor, so affected customers and ship-to locations can be identified in a recall. Product sourcing, lot, and traceability documentation is maintained and provided where applicable and available from the manufacturer or upstream distributor. Some commodity items are not lot-controlled by their manufacturer.

## 6. Customer complaints

Complaints may be submitted to [customerservice@cccstrategicsolution.com](mailto:customerservice@cccstrategicsolution.com) or (877) 507-2753. Each complaint is logged with the date, customer, product, lot (if known), and description; acknowledged to the customer, generally within two business days; investigated; and closed with a documented outcome. Complaints that involve product quality, a suspected malfunction, or a possible injury are forwarded promptly to the manufacturer so it can evaluate them and meet its own reporting obligations.

## 7. Recalls & market withdrawals

- CCC monitors manufacturer and supplier notices and FDA recall and enforcement reports for the product lines it carries.
- On notice of a recall, CCC uses order and lot records to identify affected customers and holds any affected product in its control.
- Affected customers are notified in writing promptly, with a target of two business days after CCC receives notice, and given the manufacturer's instructions.
- Returns, credits, or destruction are coordinated per the manufacturer's instructions, and customer responses are tracked until the recall is closed.

## 8. Damaged goods

Customers report shipping damage, defects, or incorrect items within five business days of delivery, ideally with photos. CCC coordinates replacement, credit, or return with the customer and the carrier or supplier. Damaged product is not resold.

## 9. Returns

All returns require a Return Merchandise Authorization (RMA). Returned product is inspected; opened, unsealed, sterile, or temperature-sensitive items are not returned to saleable stock. Non-defective returns are subject to the return eligibility and any restocking fees of the manufacturer or upstream supplier, which are disclosed to the customer on the RMA before anything is shipped.

## 10. Document retention

Supplier qualification files, purchase and sales records, lot and expiration records, complaint files, and recall files are retained for at least three years, or longer where required by law, contract, or manufacturer agreement.

## 11. Responsibility & review

CCC management is responsible for these procedures and for designating a quality and recall contact. The procedures are reviewed at least annually and updated when CCC's products, suppliers, or regulatory obligations change. Detailed written procedures are maintained internally and are available for review by qualified manufacturer and distributor partners on request.

## 12. What CCC asks of its suppliers

- Documentation of manufacturer status or distribution authorization for each product line CCC carries.
- Lot and expiration information on shipments of lot-controlled or dated products, where available.
- Prompt notice to CCC of recalls, market withdrawals, field corrections, and discontinuations.
- Specification sheets, SDS, and regulatory classification information where applicable.
- Written channel, territory, MAP, and return policies, which CCC follows for that supplier's lines.

**Document:** QDS-001 Rev. A · **Effective:** October 2026 · **Issued by:** CCC Strategic Solutions LLC management

**Quality & supplier questions:** vendors@cccstrategicsolution.com · **Complaints & recalls:** customerservice@cccstrategicsolution.com

**Phone:** (877) 507-2753