

## *Return Goods Policy effective July 1, 2022*

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Glenmark Pharmaceuticals Inc., USA (labeler code 68462) requires that all expired products are returned through our authorized returns processor Qualanex. All returnable products should be shipped in a secure package to the following address:

**Glenmark Pharmaceuticals Inc., USA**

**C/O Qualanex, LLC**

**1410 Harris Road**

**Libertyville, IL 60048**

customerservice@qualanex.com

Telephone: 800-505-9291

Facsimile: 847-775-7258

[www.qualanex.com](http://www.qualanex.com)

All expired returns should be shipped pre-paid and are subject to final count and verification by Glenmark Pharmaceuticals Inc., USA. Prior to shipping any expired returns, customers must acquire a Return Authorization (RA) from Qualanex's customer service department. RA's issued by Qualanex will expire after 60 days. As a courtesy, email alerts will be sent at 5 day intervals from Qualanex. Expired RA's will be considered invalid and no credit will be issued.

Issuance of a Return Authorization does not guarantee that a customer will receive credit for the product returned. Glenmark reserves the right to reject return claims in the event any requirements contained within this policy are not met.

**Required Information for Acquiring RA:**

- NDC Number
- Product Name
- Strength
- Lot Number
- Expiration Date
- Reason for return

**Returnable Product:**

- Product in unadulterated original packaging
- Product with no more than 6 months of shelf life remaining
- Product returned no more than 12 months after the expiration date listed on the package
- Discontinued product
- Partial returns will only be accepted for credit when mandated by state statute. (GA, MS, NC)

**Non-Returnable Product:**

- Product sold on a non-returnable basis
- Overstock product that is in date
- Samples or "no-charge" introductory items
- Product donated to an external party by Seller
- Product sold in a sacrifice, fire, or bankruptcy sale
- Product damaged by fire, flood, or other catastrophe
- Product stored outside the labeled storage conditions
- Product for which the label has been removed or defaced, or is otherwise not in its unadulterated original packaging
- Product for which proof of purchase cannot be verified
- Private label product

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### **Third Party Return Processing:**

Glenmark will not accept returns from third party return processors for customers other than wholesalers, warehousing chains or other direct purchasers of Glenmark product, unless a pre-approved contract is agreed to and signed with Glenmark. All returns from non-authorized customers sent to third party return processors will be denied credit. Qualanex will not process returns using pricing from the third party's internally generated price.

Where applicable, third party processors must comply with all terms and conditions of this policy. Glenmark requires a copy of all reverse distributor licenses. Any unlicensed returns processor is not authorized to handle Glenmark products. Third party processors must return all products to Qualanex, unless a pre-approved agreement is obtained. All batched product returns which consist of numerous end customers must also contain end customer level detail on the debit memo at the time of return to Qualanex. Third party processors must provide current listings of all debit memo prefixes. This list should be sent to [returns@glenmarkpharma.com](mailto:returns@glenmarkpharma.com). Credit will not be issued at WAC.

### **Customer level detail must include:**

- Detailed listing of products returned
- End customer name and address
- End customer DEA
- Returning customer purchase price
- Wholesaler to receive credit

### **Damaged Product / Items Shipped in Error:**

Damage claims and shipping errors made within 48 hours of receipt will be considered returnable for credit. These claims must be made through Glenmark's Returns department via email at [returns@glenmarkpharma.com](mailto:returns@glenmarkpharma.com). Photographic evidence of the damage must be provided with the initial claim. Customers must acquire a Returns Goods Authorization (RGA) number from Glenmark's Returns department prior to shipping the damaged materials. RGA numbers acquired directly from Glenmark's Returns Department will expire within one year of the date issued.

Qualanex will not accept returns of product shipped, or ordered in error. Damaged products sent to Qualanex will not receive credit (unless Glenmark gives the approval prior to the product being shipped). Please contact Glenmark Pharmaceuticals directly at 201-684-8000 (within 48 hours of receipt) for authorization and instructions on how to return these products.

### **Requirements for Credit:**

Credit for returned product is contingent upon the following:

- Product must be in its original container with a legible lot number and expiration date.
- Written Proof of Purchase (if requested by Glenmark).
- RGA requested prior to return being shipped to Qualanex.
- Any deduction made without an RGA is deemed invalid and will be rebilled to customer (see guideline above for acquiring an RGA).
- When shipping any returned product directly to Glenmark, customer will ensure that the RGA number is visible on the outer shipping container and referenced on the packing list.
- Glenmark reserves the right to deny credit for any returned product that does not comply with these instructions.

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### **Issuance of Credit:**

Glenmark reserves the right to make the final determination of credit price. Credit will only be given once product is returned and quantities are verified by Qualanex. Credit will not be issued for merchandise that has been destroyed by customer, unless prior authorization is given by Glenmark, along with proper documentation verifying destruction. Glenmark reserves the right to refuse shipment of any product that does not comply with this policy. Credits issued for returns must be deducted within one year of date of issue. After such time, credit is deemed invalid/expired.

Glenmark Pharmaceuticals Inc., USA, will not be responsible for transportation charges or charges for additional fees from its customers or Third Party Returns Processor.

Customers who purchase directly from Glenmark will be credited at the lower of the original invoice price or the prevailing list price.

Customers who purchase product indirectly from an authorized wholesaler or distributor will be credited at the lower of the original net contract purchase price or the current net contract purchase price. If unable to locate a price for the returned product, at Glenmark's discretion, credit may be issued at Glenmark's current average net selling price.