

Return Goods Policy effective July 5, 2023

Glenmark Pharmaceuticals Inc., USA (“Glenmark”) requires that all expired Products are returned through our authorized returns processor Inmar. Glenmark Product will be defined as prescription labeled packages labeled with label code 68462 or “Product”) All returnable Products should be shipped in a secure package to the following address:

Inmar RX Solutions Inc., (“Inmar”)
3845 Grand Lakes Way, Suite 125,
Grand Prairie, Texas 75050

Phone: 1-800-967-5952

Fax: 817-868-5343

www.inmar.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 Inmar’s customer service department. RA’s issued by Inmar will expire after 30 calendar days. 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. RAs can be obtained by a customer through any of the below methods:

1. Accessing the Inmar website at <https://hrm.reskureturns.com> (you will need to upload a PDF copy of your debit memo)
2. E-mail your debit memo to rarequest@inmar.com.
3. Fax your debit memo to Inmar at 817-868-5343.

Be sure to include the below detail in your RA:

- a. Customer name, street address, account number, DEA number, and e-mail address
- b. Wholesaler name, street address, account number, DEA number, and e-mail address.
- c. The Product name, NDC number, Quantity, Lot Number and Expiration Date
- d. Debit memo reference ID # and debit memo date
- e. Reason for return and proof of purchase if required by Glenmark or its representatives

When Combining Product in One Box: If you are combining multiple Products with different RA labels in one box, make sure that an Inmar RA label is affixed to each inner package. However, a controlled substance (Schedule III-V) must be placed in a sealed bag within the box and the applicable RA label affixed on the outside of the sealed bag. Write “MIXED RAS” on the outside of the box.

Do not photocopy a RA label or use a RA label more than once. Also, it is recommended to use FedEx or UPS as both for best tracking capabilities. The USPS is not recommended for shipment.

Customers who do not follow the above processing procedures could be assessed a fee if Glenmark is charged a processing fee by Inmar for a non-complaint shipped box.

PRODUCTS ELIGIBLE FOR RETURN:

- 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)
- Open sealed product returns will only be accepted for credit when mandated by state statute. (GA, MS, NC)
- Customer agrees to a 1% current year return limitation based on customer’s prior calendar year’s purchase value of Products.
- All expired Products must be returned to Inmar to be eligible for credit or refund.
- Glenmark will not be responsible for Product lost in-transit from a customer to Inmar.
- Glenmark’s count of received valid returns through Inmar will be considered final for customer credit/refund/deduction calculations.
- All eligible Product returns must be packaged, shipped and transported in compliance with all

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- applicable federal, state, and local laws, regulations and statutes.
- Customer shall securely package all return Products to avoid damage to the Products during transit.

PRODUCTS INELIGIBLE FOR RETURN Product

- Product sold on a non-returnable basis including, but not limited to, free goods, samples, promotional short-dated sales and closeout sales of discontinued Products
- 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
- Products that have deteriorated due to improper storage, water damage, smoke damage, etc.
- 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, repackaged Product or Product in anything other than their original Glenmark containers/packaging.
- Overstocked customer inventory.
- Products purchased for federal and state governmental customers for stockpiling purposes shall be final and non-returnable.
- Products purchased for speculative purposes.
- Merchandise sold, purchased or distributed contrary to federal, state or local law.
- Products with defaced or missing Glenmark Product labels which do not clearly display the expiration date, Product NDC and lot number.
- Expired returns with a returnable value of \$25 or less in value based on Glenmark calculations.
- Forms only returns (i.e. physical Product packages must accompany the return claim).
- Product returned in another manufacturer’s labeler code
- Products returns received by Glenmark or Inmar thirty (30) calendar days or more after the date of the RA.
- Returns without a valid RA number or missing the RA number
- Overfilled, reconstituted or mixed filled Product package

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. Inmar 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 Inmar, 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 Inmar. Third party processors must provide current listings of all debit memo prefixes. This list should be sent to 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

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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. Photographic evidence of the damage must be provided with the initial claim. Customers must acquire a Return Authorization (RA) number from Glenmark's Returns department prior to shipping the damaged materials. RA numbers acquired directly from Glenmark's Returns Department will expire within one year of the date issued.

Inmar will not accept returns of Product shipped, or ordered in error. Damaged Products sent to Inmar 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.

Glenmark is not responsible for shipments lost or damaged in transit or for returns sent via multiple cartons under one Proof of Delivery (POD). Sending entity is responsible for any regulatory filing or reporting required for lost in transit shipments that occur prior to Inmar physical acknowledgment of actual receipt of Product.

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).
- RA requested prior to return being shipped to Inmar.
- Any deduction made without an RA is deemed invalid and will be rebilled to customer (see guideline above for acquiring an RA).
- When shipping any returned Product directly to Glenmark, customer will ensure that the RA 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 Inmar. 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 Product's invoice price or the current invoice price based on the customer's debit memo ("DM") date with the understanding that both the DM claim and physical returned product are received Timely¹ by Glenmark or Glenmark's authorized Third Party Returns Processor.

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 based on the customer's DM date with the understanding that both the DM claim and physical returned product are received Timely by Glenmark or Glenmark's authorized Third Party Returns Processor. If unable to locate a price for the returned Product, at Glenmark's discretion, credit may be issued at Glenmark's predetermined return price.

This Return Goods Policy supersedes all previous policies and may be modified by Glenmark, from time to time, at its discretion. Glenmark values the relationship it shares with its customers and will make a commercially reasonable attempt to provide advance notification of policy changes. Customers will be expected to adhere to the most current policy which can be found on the Glenmark website.

¹ Timely will be defined if Glenmark or Glenmark's agent receives both the DM and physical returned product within 15 days of the DM date.