

## Key Company Information

### Corporate Address

Glenmark Pharmaceuticals Inc., USA  
750 Corporate Drive  
Mahwah, NJ 07430  
Main Phone: 201-684-8000  
Main Fax: 201-831-0080  
Tax ID# 75-3102019

### Key Personnel

Sanjeev Krishan  
Executive Vice President & US Head of Generics  
201-684-8005

Jim Brown  
Vice President, Sales  
720-339-9733

Jeff Johnson  
Director of Sales  
904-607-6726

Chris Bihari  
National Sales Director  
201-466-9289

Donna Terzakis  
Director of Pricing & Contracts  
201-684-8015

Vanessa Kotarski  
Manager, Account Services  
201-684-8024

Jessica Thean  
Account Services Associate  
201-778-3255

Francis Coria  
Account Services Associate  
201-684-8036

Stephanie Munoz  
Account Services Associate  
201-762-2182

### Ordering Information

[customerservice@glenmarkpharma.com](mailto:customerservice@glenmarkpharma.com)

### Returns

[returns@glenmarkpharma.com](mailto:returns@glenmarkpharma.com)

Orders should be faxed to 201-831-0086  
Minimum order for Pre-paid shipment is \$250.00

Case Pack quantities only

Remit-to address is referenced below:

**Glenmark Pharmaceuticals Inc., USA**  
**PO Box 10354**  
**Uniondale, NY 11555-0354**

### **Scope:**

Glenmark Pharmaceuticals Inc., USA (labeler code 68462) requires that all 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)

### **General Guidelines:**

All returns should be shipped pre-paid and are subject to final count and verification by Glenmark Pharmaceuticals Inc., USA. Customers must acquire a Return Authorization (RA) from Qualanex's customer service department prior to shipping any returns, or the return will not be eligible for credit. When contacting Qualanex customer service to acquire a RA, please ensure all lot numbers and expiration dates are available for all products being returned. Qualanex cannot issue an "RA" without the required information below. 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.

### **Required Information for Acquiring RA:**

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

### **Returnable Product:**

Items which are considered eligible for return must be returned in unadulterated original packaging with no more than 6 months of shelf life remaining, and no more than 12 months past the expiration date. Discontinued or recalled products are eligible for return. Products purchased indirectly must be returned to the authorized wholesalers or distributors through which the original purchase was made. Partial products will only be accepted for credit when mandated by state statute, i.e. GA, MS, and NC. Approved partial products will be credited at 80% of the original purchase price, or the prevailing list price.

### **Non-Returnable Product:**

Items expired more than one year, or having more than 6 months shelf life remaining are not eligible for return. Products sold on a non-returnable basis, overstock product that is in date, samples or "no-charge" introductory items, and products sold in a sacrifice, fire, or bankruptcy sale are not eligible for return. Products damaged by fire, flood, or other catastrophe or stored outside the labeled storage conditions are not deemed returnable. Products for which the label has been removed or defaced, or for which proof of purchase cannot be verified are not creditable. Partial products will only be accepted for credit when mandated by state statute, i.e. GA, MS, and NC. Approved partial products will be credited at 80% of the original purchase price, or the prevailing list price. Products cannot be returned without an approved RA (see above).

### **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).
- RA requested prior to return being shipped to Qualanex.
- Any deduction made without a 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.

### **Issuance of Credit:**

Direct customers will be credited at the lower of the original invoice price or the prevailing list price. Indirect accounts must return product to their wholesaler/distributor for credit. Please reference the wholesalers name, address, and debit memo number. Partial products will only be accepted for credit when mandated by state statute, i.e. GA, MS, and NC. Approved partial products will be credited at 80% of the original purchase price, or the prevailing list price. 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. Glenmark will deduct the value return from the sales volume subject to rebates, admins, marketing fees, etc.

Credit will not be issued for merchandise that has been destroyed by customer, unless prior authorization is given by Glenmark, along with proper documentation. Glenmark reserves the right to refuse shipment of any product that does not comply with this policy. RA credits must be deducted within one year of date of issue. After such time, credit is deemed invalid/expired.

### **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. 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 as well as the following:

- 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.

**Glenmark Pharmaceuticals Inc., USA,  
WILL NOT BE RESPONSIBLE FOR TRANSPORTATION CHARGES OR CHARGES FOR ADDITIONAL FEES  
FROM ITS CUSTOMERS OR THIRD-PARTY RETURNS PROCESSOR.**