	Document Title	Return Goods Policy		
	Document Number	PP-POL-00001		
	Version Number	6	Effective Date	Nov 28, 2023

Provell Pharmaceuticals, LLC. – Return Goods Policy

Provell Pharmaceuticals, LLC (“PROVELL”) utilizes United Parcel Services Healthcare and Logistics Distribution (“UPS”) and incurs the costs for processing and destruction of Products returned to UPS. PROVELL will not assume responsibility for charges incurred by customers using other return companies or wholesalers for processing and destruction, unless specifically agreed to by PROVELL and Customer in a separate agreement.

Section 1 - IMPORTANT STEPS FOR RETURN PROCESSING:

1. Contact PROVELL’s Customer Service at provellcs@ups.com or (844) PROVELL (844-776-8355) to obtain your **Return Authorization Number**
2. **Complete the Return Authorization Form** in its entirety ([see Appendix 1](#)) only if the customer does not have their own form: (NDC #; Product Description; Quantity; Batch/Lot Number; Reason for Return; Product Expiration Date; Wholesaler Distributor Name/Address (if applicable); Customer’s Name, Address, Phone Number)

Section 2 - RETURNABLE ITEMS ELIGIBLE FOR REIMBURSEMENT:

A Product qualifies for reimbursement under the following conditions: (unless otherwise specifically agreed to by PROVELL and Customer in a separate agreement):


- a. **Direct** Contract: Customers with a direct purchase contract with PROVELL may return for reimbursement any Product(s) purchased directly from PROVELL
- b. **Indirect** Contract: Customers with an indirect purchase contract with PROVELL must return for reimbursement any Product(s) purchased from PROVELL to their respective wholesaler. This ensures that the respective customer receives the appropriate credit from their supply source
- c. It is returned to UPS for processing or approved to be destroyed (with providing Proof of Destruction after)
- d. It is a PROVELL labeled Product distributed through PROVELL and is returned undamaged in a full, unopened, sealed case or folding box (damages to Product in transit, and concealed damages unknown to customer at time of the shipment, will be accepted as a return)
- e. Expired Product with less than six (6) months of dating and not to exceed the expiration date by more than twelve (12) months.
- f. PROVELL may accept other returns at its sole discretion with prior approval.

Additional rules may apply based on the governing laws of the customer’s jurisdiction.

Section 3 - RETURNABLE ITEMS, NOT ELIGIBLE FOR REIMBURSEMENT:

The following may be returned, but will not be reimbursed (unless otherwise specifically agreed to by PROVELL and Customer in a separate agreement – **except for any return that does not comply with the DSCSA requirement passed on November 27, 2013, and enacted by Congress**):

- a. Products with more than six (6) months prior to their expiration date, and Products that are more than twelve (12) months past their expiration date
- b. Overstock
- c. Product dispensed to a patient unless the Product is recalled
- d. Products damaged by Customer negligence, water, fire, smoke, or other insurable events

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- e. Products involved in salvage, bankruptcy, or insolvency proceedings
- f. Partial quantities (i.e., anything less than a full folding box)
- g. Product missing any verifiable Serialized data (i.e., Product GTIN including individual Serial Number according to DSCSA Compliance Standards)
- h. Product that is returned by any third party returns processor (e.g., Inmar, Pharmalink) to PROVELL warehouse that is mixed with other company product(s). In this case, product will be returned for resubmission to include only eligible PROVELL product.

Section 4 - ADDITIONAL TERMS AND FEES ASSOCIATED WITH PROVELL RETURN POLICY:

- a. Please contact PROVELL’s Customer Service (UPS) at 844-PROVELL (844-776-8355) or via email at ProvellCS@ups.com for return instructions.
- b. Customers that purchase any Product directly from PROVELL will receive reimbursement for all returns directly from PROVELL Customer Service (UPS). See Section 5 (*Valuation and Reimbursement*) for further details.
- c. PROVELL does not pay fees, such as processing charges, in connection with the return of any Product, except in the case of recalled Products, unless specifically agreed to between PROVELL and Customer per a separate agreement.


Section 5 – VALUATION and REIMBURSEMENT

1. For Wholesaler or customers who purchase via a contract through a wholesaler (e.g., AmerisourceBergen, McKesson, Cardinal), credit will be issued at the Wholesale Acquisition Price (**WAC**) price in effect at the time the last unit of the product was sold for that specific lot number being returned. If a valid contract providing the purchase price of the product exists between PROVELL and the returning customer or its agent, then credit will be issued either at the lower of (i) the WAC at the time the last unit of the product was sold for that specific lot number or (ii) the contract price at the time of the return¹.
2. For each debit memo received by PROVELL, credit will be issued to customers purchasing directly from PROVELL in the form of a credit memo. Customers that purchased a product from PROVELL via an indirect contract, should reference [Section 2b](#) above for further instructions.
3. Credit Memos for Direct Customers will be processed within thirty (30) days of Customer’s Debit Memo Date.
4. To ensure that the appropriate value can be determined, PROVELL requires the following detail from each returning entity:
 - a. Wholesaler/Retailer Name
 - b. Debit memo date, number, and amount
 - c. Returned Goods Authorization as provided by PROVELL’s Customer Service (UPS)
 - d. Returning facility details including facility name, address, city, state, zip code
 - e. Product details included as required per the Returned Goods Authorization Form ([See Appendix 1](#))
 - f. Reason for Return

If the required information noted above is not provided, and credit amount cannot be determined, then the parties will work together in good faith to determine an appropriate value for the returned goods. Otherwise, no credit will be issued.

For customers returning through other third-party processors, PROVELL will not issue credit if the third-party processor does not provide the required information noted above and ship product to UPS (or agreed to be destroyed).

¹ In certain circumstances where the contract price has only recently changed, the current contract price may not yet have been loaded into the return goods vendor’s system. In such case, credit will be given at the most recent customer price on record.

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Section 6 - LOCATION FOR ALL PRODUCT RETURNS:

- Product returns must be sent to UPS for processing and destruction unless approved to be destroyed with proof of destruction. Credit memos will be issued per PROVELL terms as noted herein ([Section 5](#)) unless notified by customer, with copy of, or citation to, the applicable statute/regulation, that state or local law requires otherwise. PROVELL may at their discretion request the third-party return’s processor to complete destruction of approved returned product and provide a certificate of destruction once completed.
- The shipping address for product returns is:

**UPS
C/O Provell Pharmaceuticals, LLC
Dock Doors 910/911
2260 Outer Loop
Louisville, KY 40219**

Section 7 - DAMAGED & SHORTAGE CLAIMS


FOR DIRECT CUSTOMERS ONLY, in the event that a product is damaged upon delivery, the customer is responsible for the following:

- Contacting PROVELL Customer Service (UPS) via email ProvellCS@UPS.COM or telephone at (844) PROVELL (844-776-8355) to obtain your Returned Goods Authorization.
- Noting any visible damages or shortages on the bill of lading or receiving document upon receipt of product.
- Provide photographs (if applicable) of damaged product (concealed or upon arrival) for investigation purposes and email them to PROVELL Customer Service via email (PROVELLCS@UPS.COM).
- Reporting visible claims within 10 days of receipt of product or within a commercially reasonable period.
- Reporting concealed damages and shortages within 30 days of delivery or within a commercially reasonable period.
- Where loss, shortage, breakage, leakage, or other damage has occurred in transit, customer agrees to cooperate fully with PROVELL’s Customer Service department to establish a claim against the transportation company. Request for credit submitted without appropriate documentation will be denied.

Section 8 – ADDITIONAL TERMS AND CONDITIONS OF RETURN GOODS POLICY

- PROVELL’s Sales Representatives/Account Executives are not authorized to accept the return of any product, to approve, or authorize the return of any product, or to change any term or condition of this policy.
- This policy supersedes all previous PROVELL return goods policies and is subject to change at any time.
- The provisions of any policies and terms of shipment issues by any customer or third-party returns processors shall not apply to returns of products to PROVELL or UPS. Only this policy shall apply to such returns.
- Any exceptions to this policy are within PROVELL’S sole discretion.

Return processing will remain open for 90 days from issue date of the Return Material Authorization form. Any returns submitted after the issue date of Return Authorization will not be accepted or processed.

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VERSION HISTORY


Version Number	Effective Date	List of Changes from Previous Version
4	30JAN2020	Updated Section 4 to <i>remove</i> language around restocking fees. Also removed the phrase referencing 'restocking fees' in Sec 5.1.
5	01NOV2021	Updated reference to UPS Healthcare Logistics; Added a clause in Section 3 around Third-party return processors who return Provell product with other company products and how this will be handled; Clarified valuation language in Section 5 around Wholesalers and how their respective customers return product and how debit memos will be treated; Updated Section 6 to state that Provell may utilize customer's return processor to complete destruction with a certificate of destruction; cleaned up general formatting/punctuation; removed statement 'product must be segregated by debit memo in Sec 5; removed 'Provell may return product to CMO...'; Removed Appendix 2 as it was not needed anymore.
6	N/A*	<p>Removed Version History Version Number 1, 2, and 3.</p> <p>Changed Provell to PROVELL throughout document.</p> <p>Added and to United Parcel Services Healthcare and Logistics Distribution</p> <p>Section 1</p> <p>1: Removed Center after Customer Service and added provellds@ups.com or; removed Returns Department.</p> <p>2: Removed If the customer doesn't have their own debit memo form.</p> <p>Removed Materials after complete the return; added (see Appendix 1) only if the customer does not have their own form, removed * (if available)</p> <p>Section 2</p> <p>c. added or approved to be destroyed (with providing Proof of Destruction after)</p> <p>Section 4</p> <p>a. Removed Center after PROVELL's Customer Service</p> <p>b. Replaced Support Center with Service</p> <p>Section 5</p> <p>4. c. Replaced Return Materials with Returned Goods; removed Team after Customer Service</p> <p>4. e. Replaced Return Materials with Returned Goods; added See Appendix 1</p> <p>Section 6</p> <p>Replaced Product returns must be sent to UPS for processing and destruction with Product returns must be sent to UPS for processing and destruction unless approved to be destroyed with proof of destruction.</p> <p>Added Dock Door 910/911 to the UPS address</p> <p>Section 7</p> <p>Removed Center after PROVELL's Customer Service and Replaced Return Materials with Returned Goods</p> <p>Appendix 1</p> <p>Replaced Return Authorization Number to Customer Return ID</p>



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		<p>Removed Center after PROVELL's Customer Service</p> <p>Replaced RAN with Returned Goods Authorization Number</p> <p>Replaced Return Authorization No. (RAN) with Customer Return ID</p> <p>Changed Product Description to Product Description(s), Batch/Lot Number to Batch/Lot Number(s), and Product Expiration Date to Product Expiration Date(s)</p> <p>Removed Documents printed are for reference only unless otherwise indicated by Quality from the footer on Appendix 1</p> <p>Removed Center from Provell's Customer Service Center (UPS)</p> <p>Removed ***PLEASE CONTACT PROVELL Customer Service Toll-Free Number: (844) PROVELL (844-776-8355) FOR Returned Goods Authorization Number***</p>
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*Current version effective date will be assigned by eQMS after uploading.

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Appendix 1 – RETURN AUTHORIZATION FORM

As stated in Section 1 above, Provell requires the following information to process all return requests. *Please complete the following form in its entirety to process your return.* Completed forms can be sent to Provell’s Customer Service (UPS) at PROVELLCS@UPS.COM referencing the Customer Return ID in the subject field of the email.

Customer Return ID:	
Date:	
NDC #(s) of Returned Product(s):	
Serialized Information (Case/Box)	
Product Description(s):	
Batch/Lot Number(s):	
Product Expiration Date(s):	
Quantity Returned:	
Reason for Return:	
Wholesaler/Distributor Name: (if applicable)	
Wholesaler/Distributor Address: (if applicable)	
Customer Name:	
Customer Address:	
Customer Phone:	
Customer Email:	
Signature:	

PLEASE COMPLETE FORM IN ITS ENTIRETY – INCOMPLETE FORMS WILL NOT BE ACCEPTED

ATTACHMENTS ALLOWED IF ADDITIONAL SPACE IS NEEDED TO COMPLETE A RETURN