



US BRAND Rx RETURN GOODS POLICY

June 7, 2021

This U.S. Brand Return Goods Policy of Allergan USA, Inc. and its affiliates (referred to herein as “Allergan”) applies to any Brand Rx Product (proprietary brand and diagnostic Product) sold in the U.S. by Allergan or an Allergan affiliate (sometimes collectively referred to herein as “Product”) (the “Policy”). Medical aesthetics Product and certain specialty Product may be subject to different terms and conditions. Allergan an AbbVie Company (referred to herein as “Allergan”) will only accept the return of Product for consideration of credit or refund, if applicable, under the following conditions and limitations:

RETURN DESIGNEE

Non-CII Controlled Substance Product Returns:

All eligible returns of Allergan Product (**excluding CII controlled substances: Norco and Kadian**) must be sent to Qualanex. Submission of the returned Product does not constitute Allergan’s acceptance for credit.

Prior to sending product to Allergan’s Third-Party Return processor, a return authorization (“RA”) and a label must be created and applied to the shipping package. Each shipping package must contain a copy of a debit memo and an RA. If a shipping package contains multiple boxes, photocopy the RA as needed, place one in each box and affix the supplied Qualanex label to the outside of each shipping package.

Requests for RAs and labels can be made by any of the below methods:

- o Accessing the Qualanex website at <http://Qualanex.com>
- o E-mail your debit memo to customerservice@qualanex.com
- o Fax your debit memo to Qualanex at 847-775-7258

To ensure reimbursement, all returned products must be accompanied by invoice/debit memo and shipped pre-paid to:

Qualanex, LLC
1410 Harris Road
Libertyville, IL 60048

CII Controlled Substance Product Returns:

All eligible returns for CII controlled substances Norco and Kadian must be sent to Inmar via a 222 form.

Request for Return Authorizations (box labels) are required and can be made by any of the below methods:

- o Phone: 800-967-5952 (Customer Service-Related Issues)
- o Website: <https://returns.healthcare.inmar.com> (**includes directions for the return of controlled substance products**)
- o Email your debit memo to: rarequest@inmar.com (or such other address as Allergan may designate in writing from time to time). Be sure to include NDC#, lot# and expiration dates assigned to each item.
- o Fax your debit memo to Inmar: 817-868-5343

To ensure reimbursement, all eligible returned CII Controlled Substance products must follow the return directions and be accompanied by invoice/debit memo and shipped pre-paid to:

Inmar RX Solutions, Inc. – Suite 125
3845 Grand Lakes Way
Grand Prairie, TX 75050

All debit memos must include:

- o Account name, address, and DEA number
- o Wholesaler name, address, and DEA number
- o Name of item(s), NDC number(s), quantity, lot number(s), and expiration date(s)
- o Reason for return
- o Debit memo number
- o Debit memo date

RECALLS

In the event of a recall, credit will be issued at the original acquisition price and all reimbursement for expenses to distributor or direct customer will be based on HDA guidelines published at the time of the recall. Recalled Product must be returned separately from expired Product. Instructions for returning recalled Product will be referenced on the official recall notification at the time of the event.

TERMS OF RETURN POLICY

- All Product, whether purchased direct from Allergan or indirect through a wholesaler, must be returned directly to Qualanex. It is the shipper's responsibility to securely package all returned Product to prevent breakage during transit. Product must be returned prepaid with tracking capabilities in the event a package is lost in transit. Controlled substances are to be packaged separately from other returns.
- Product purchased indirect and returned to wholesalers or distributors will not be eligible for return credit or refund.
- Allergan reserves the sole right to determine whether items qualify for return, credit, or refund. Returned quantities will be audited by Qualanex, and final credit will be based on Qualanex' s count. By returning Products, you authorize Allergan and its designee as your agent to destroy, without payment or other recourse, any returned Product.
- Allergan will only consider for credit or refund Product that is purchased from authorized trading partners or through an agent authorized by Allergan to sell Allergan Product. Product that has been purchased from sources outside of the United States or through unauthorized agents will not be considered for credit or refund.
- Credits and refunds will be issued as follows:
 - **Direct Customer** (Customers who purchase direct from Allergan) – A credit memo will be issued at the wholesale acquisition cost ("WAC") in effect at the time the last unit of the Product was sold for that specific lot number.
 - **Indirect Customer** (Customers who buy through a wholesaler) – A refund in the form of a credit or check will be issued at the lowest contract price within the previous three years or, where no discount is in effect for the Product, at the WAC in effect at the time the last unit of the Product was sold for that specific lot number.
 - **Pass Through Customer** (Customers who buy through a wholesaler, with the wholesaler deducting on their behalf) – A credit memo will be issued at the WAC in effect at the time the last unit of the Product was sold for that specific lot number.
- Any and all credits provided pursuant to this Policy are only valid if redeemed within one year of issuance.
- Unauthorized deductions for returned merchandise will not be accepted.
- Allergan reserves the right to require proof-of-purchase of any item returned for credit or refund.
- Sales Representatives are not authorized to accept merchandise or to approve the return of merchandise.

RETURNABLE ITEMS/REIMBURSEMENT

A return will be accepted for credit or refund only if it constitutes Authorized Product or Expired Product, defined as follows:

A return will be considered Authorized Product if it meets all of the following requirements:

- An incorrect/damaged shipment of RX Product, or a Product complaint related to a shipment, which has been identified by the customer and reported to and authorized by Allergan Customer Relations at 800-678-1605 within three (3) business days of Product receipt.
- A shipment of a concealed damaged Product must be reported within thirty (30) business days of Product receipt.
- An incorrect/damaged shipment of a Controlled Substance Product that has been identified by the customer and reported to and authorized by Allergan Customer Relations at 800-678-1605 within one (1) business day of Product receipt.

A return will be considered Expired Product if it meets all of the following requirements:

- Returned in the original labeled package.
- Package size, lot number and expiration date (last day of the month stated) are legible.
- Product is returned no more than six (6) months prior or twelve (12) months after the expiration date.

Allergan will credit **partial returns** as follows except where applicable or state law requires:

- Tablets/Capsules – will be determined based on the exact count returned.
- Solutions – will be determined based on the numbers of full vials remaining within the pack.

NON-RETURNABLE ITEMS

Allergan will not accept for credit or refund Product which:

- Does not meet the Authorized Product or Expired Product requirements
- Is unlabeled, partially labeled or lot & expiration date are not legible
- Has been purchased at liquidation, sacrifice, fire or bankruptcy sales
- Was short-dated and purchased at a special price
- Was handled and stored contrary to applicable prescribing information
- Was involved in a salvage, flood or earthquake
- Is deteriorated or damaged due to conditions beyond the control of the manufacturer, such as improper storage, heat, cold, water, smoke, fire, etc.
- Was sold on a non-returnable basis
- Is overstock items



- Has been donated
- Is private-labeled
- Has been repackaged (including prescription bottles with readable customer labels)
- Was dispensed to a patient
- Is foreign Product
- Is in an over-filled container – trade pack containing a quantity greater than the actual package size

Except where required by applicable state law, no return payment will be made for partial liquids, powders, suspensions, creams, lotions, ointments and gel.

Non-Allergan Product returned with Allergan Product will not be the responsibility of Allergan. Allergan reserves the right to charge customers for cost incurred to process, and to destroy this Non-Allergan Product. Such non-Allergan Product will not be returned to the sender.

Products not eligible for return and reimbursement can be sent to Qualanex for disposal and destruction; however, no reimbursement will be issued for said Product unless state or local law requires otherwise. Additionally, the processing of non-returnable Product or non-approved customer returns may subject customers to processing fees. Non-returnable Product and non-approved customer returns will not be returned to sender.

THIRD PARTY DESTRUCTION / RECLAMATION STATEMENT

Allergan does not participate in customer-initiated third-party reclamation and destruction programs. Allergan Authorized Products and Expired Products include Products marketed under the following labels, and must be returned pursuant to this U. S. Brand Return Goods Policy: Watson Laboratories, Inc.; Actavis; Allergan, Inc.; Warner Chilcott (US), LLC; Warner Chilcott Company, LLC; Procter & Gamble Pharmaceuticals; Forest Laboratories, LLC; Forest Pharmaceuticals, Inc.; Durata Therapeutics, Inc.; Eurand; and the following Novartis NDC's: Enablex: 7.5MG X 30 – 0078-0419-15, 7.5MG X 90 – 0078-0419-34, 15MG X 30 – 0078-0420-15, 15MG X 90 – 0078-0420-34.

If you wish to utilize a third party to sort your Allergan Products you will assume any and all expenses for this service. In order for Product to be considered for credit, third parties must follow the Allergan U. S. Brand Return Goods Policy. Product must be shipped to Qualanex for processing.