RETURN GOODS POLICY

Effective 8/1/2025

H2-Pharma, LLC values your business and appreciates the opportunity to serve you. To ensure your returned products are processed correctly, please familiarize yourself with the following instructions and policy.

A Return Authorization is required to return any product. Credit will be extended in accordance with this policy for all eligible H2-Pharma (H2) products currently in the distribution channel if they are outdated, discontinued, damaged, or deteriorated. Partial returns will not be accepted or credited unless required by state law.

Prior authorization is required for ALL returns. RAs will expire sixty (60) days from date issued.

Information Required for Return Authorization:

- H2 requires the following information on ALL return requests: NDC #, product description, quantity, lot number, expiration date, reason for return, and customer's name, address, and phone number.

Items Eligible for Credit:

- Product authorized for return by H2 and returned within policy guidelines.
- Short-dated product within six (6) months of expiration date.
- Expired product if contained in a sealed, unopened container, and only if the product is not more than twelve (12) months past its expiration date.
- Product damaged during shipping if reported within ten (10) days of receipt and request for authorization is received by H2 within thirty (30) days of invoice date.
- Product delivered to customers due to shipping errors if reported to H2 within ten (10) days of receipt and request for authorization is received by H2 within thirty (30) days of invoice date.

Ineligible Returns:

- All Zyprexa Replrevv NDCs.
- Unauthorized return, i.e. a return that does not have prior authorization.
- Product sold as non-returnable.
- Product with more than six (6) months prior to expiration or more than twelve (12) months post-expiration.
- Partial bottles will not be accepted for credit, unless specifically required by state law. Partial bottles include those with broken safety seals.
- Product with the label defaced or removed.
- Product stored under improper conditions or exposed to fire, smoke, water, or other adverse environmental conditions.
- Product destroyed by a third party. Product must be returned and verified prior to credit issuance.
- All returns with the total value of $25.00 or less.

Credit:

- All authorized returns in accordance with and subject to the other terms and conditions set forth herein will be credited at current net price or the lowest price billed within the last 12 months (whichever is lower), less 15% manufacturer handling fee.

Terms:

- Any issued credit or eligibility for credit will expire one (1) year from issuance.
- Reimbursement will be made in the form of a credit memo and applied to a customer's current account balance or future purchases. Credits will be issued to direct purchasers only.
- H2 will not be responsible for Third Party Processing Fees.

Procedure:

Return Authorizations can be obtained by the 3 below methods:

1. Access the Inmar website at https://returns.healthcare.inmar.com (you will need to upload a PDF copy of your debit memo).
2. E-mail your debit memo to rarequest@inmar.com. Be sure to include NDC#, lot# and expiration dates assigned to each item.
3. Fax your debit memo to Inmar at 817-868-5343

Upon receipt of a box label, all returnable product must be returned to the following address:

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

Returns **must include** a box label and packing list containing the following information:

- Name and address of facility returning product
- Wholesaler name, address, and phone number
- List of products, including quantity being returned, lot number, and expiration date of each
- Reason for return
- Return authorization number

All returns shall be made in compliance with all applicable federal and state laws and regulations. Product returned outside these policy guidelines will not be illegible for credit.