



## US BRAND Rx RETURN GOODS POLICY

August 2016

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"). Product that is part of Medical Aesthetics, and certain specialty, may be subject to different terms and conditions. Allergan reserves the right to deny credit for returns sent to other reverse distribution vendors other than GENCO Pharmaceutical Services (referred to herein as "GENCO"). Allergan will only accept the return of product for consideration of credit or refund, if applicable, under the following conditions and limitations:

### RETURN DESIGNEE

All eligible Allergan returns should be sent to GENCO. Submission of the return product does not constitute Allergan's acceptance for credit. To ensure reimbursement, all returned product must be accompanied by invoice/debit memo and shipped pre-paid to:

GENCO Pharmaceutical Services  
Ref: Allergan USA, Inc.  
6101 North 64th St.  
Milwaukee, WI 53218  
P: 800-950-5479 (Customer Service Related Issues)  
E-mail: 222 form request: [MFGR222Requests@gencoatc.com](mailto:MFGR222Requests@gencoatc.com)  
(or at such other address as Allergan may designate in writing from time to time)

### RECALLS

In the event of a recall, credit will be issued at original acquisition price and all reimbursement for expenses to distributor or direct customer will be based on HDMA guidelines published at the time of the recall. The 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 products purchased direct and indirect must be returned directly to GENCO. It is the shipper's responsibility to securely package all returned products 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.

- Products purchased indirect and returned to wholesalers or distributors will not be eligible for return credit or refund. Allergan reserves the right to refuse credit when returned through alternate channels.
- Allergan reserves the sole right to determine whether items qualify for return, credit or refund. Returned quantities will be audited by GENCO, and final credit will be based on GENCO'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.
- Direct customers are only eligible for credit to be applied against outstanding account activity. Indirect customers (i.e. customers who buy through a wholesaler) will receive refunds, via check. For Authorized Product (defined below) and Expired Product (defined below), the refund or credit will be issued at the original acquisition price.
- Any and all credits provided pursuant to this Policy are only valid if redeemed within one year of issuance.
- Credit or refund will be issued directly to the customer within sixty (60) days after receipt of an approved return.
- 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

Returns 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 866-320-9753 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 866-320-9753 within one (1) business day of product receipt.

This policy supersedes the prior US Brand Rx Return Goods Policies of Allergan USA, Inc. and its affiliates. By returning Product under this Policy, customers agree to the terms of this Policy and to receive all communications from Allergan in connection with this Policy. The Allergan USA, Inc. Return Goods Policy is subject to change without notification.

**US BRAND Rx RETURN GOODS POLICY (cont'd)**

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

- Returned in the original labeled package; and
- 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 Expired Product or Authorized 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 GENCO 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 or Expired Products include Products marketed under the following labels, and must be returned pursuant to the 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: Enblex: 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 Allergan's U. S. Brand Return Goods Policy. Product must be shipped to GENCO for processing.