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## Return Goods Policy

1. **Non-Returnable Products:** Once prescription products are removed from our internal supply chain control, these products must be destroyed if returned, in accordance with the specifications mandated by the FDA, credit will not be issued and cannot be resold.
  - **Matulane**<sup>®</sup> (procarbazine hydrochloride) Capsules is an ambient oncology drug. This policy also applies to Matulane Direct.
  - **Cystaran**<sup>®</sup> (cysteamine ophthalmic solution) 0.44% is a frozen drug.
2. **Returnable Products:** To receive credit for the following products they must be received unopened and in the original package. These products cannot be returned any earlier than 6 months prior to the expiration date and not more than 12 months past the expiration date.
  - **Abelcet**<sup>®</sup> (amphotericin B lipid complex) Injection is a refrigerated drug.
  - **Carnitor**<sup>®</sup> (levocarnitine) SKUs: Tablets, Oral Solution, Sugar-Free Oral Solution, and Injection are ambient drugs.
3. **Return Guidelines:** All returnable items **must** comply with the guidelines below and **must** contain a return goods authorization (RGA) form when returned or credit will not be issued.
  - a. To obtain an RGA contact the Leadiant Biosciences Customer Support Center at (888) 276-2217 or e-mail [Leadiant@icsconnect.com](mailto:Leadiant@icsconnect.com).
  - b. Return shipments received without an RGA number will not be issued credit.
  - c. Credit will not be issued for batched or consolidated returns without the original debit memo, purchase order (PO) or invoice number. Credit will be issued at the invoice price, minus any adjustments for customary fees or other discounts, rebates, allowances, or chargebacks., The purchaser will bear the expense for product returns.
  - d. Wholesalers, authorized distributors, FSS Users, or any 3<sup>rd</sup> party return companies are not authorized to accept non-returnable products listed in Item 1. Any requests to return non-returnable products must be redirected to Leadiant Biosciences. If these product(s) are returned to us, no credit will be issued.
  - e. Leadiant Biosciences does not accept overstock product as returns and reserves the right to destroy product that is returned and is not in compliance with this policy, without credit or exchange.
  - f. Shipping errors, damaged product, or order discrepancies must be reported within 10 business days from receipt of product.
  - g. Return shipping is paid by Leadiant Biosciences only when a shipping error or damage is due to Leadiant Biosciences error, or if a product is recalled.
  - h. In states where credit or replacement is required, credit or replacement will be issued only when product is returned and received unopened in the original package and proof of purchase is also provided.
  - i. Leadiant Biosciences reserves the right to request proof of purchase such as debit memo, invoice, or PO number to confirm drug was purchased through authorized distribution channels.
  - j. Leadiant Biosciences does not pay processing or 3<sup>rd</sup> party return fees.