
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. The following product is sold exclusively to Walgreens Specialty Pharmacy:
 - **Matulane[®]** (procarbazine hydrochloride) Capsules is an ambient oncology drug. This policy also applies to Matulane Direct.
 - **Cystaran[®]** (cysteamine ophthalmic solution) 0.44% is a refrigerated drug.

2. **Returnable Products:** To receive credit, the following products must be unopened and in their original packaging. 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.
 - **Carnitor[®]** (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 email Leadiant@icsconnect.com.
 - b. Returns received without an RGA number will not be credited.
 - c. To ensure accurate credit, batched or consolidated returns must include the original debit memo, purchase order (PO), or invoice number. If this information is unavailable, credit will be issued at the lowest contract selling price, less applicable fees, discounts, rebates, allowances, or chargebacks, and will include a 7% processing fee. Return shipping costs are the responsibility of the purchaser.
 - d. Wholesalers, authorized distributors, and third-party return companies are not authorized to accept non-returnable products listed in Item 1. Any requests to return non-returnable products must be directed to Leadiant Biosciences and will not be credited.
 - e. Products that do not qualify for credit will be destroyed, will not be returned to the customer, and customer will not be notified of non-credited items.
 - f. Leadiant Biosciences does not accept overstock products for return and reserves the right to destroy any products returned that do not comply with this policy, without credit or exchange.
 - g. Shipping errors, damaged products, or order discrepancies must be reported within ten (10) business days of receipt. Failure to report an order discrepancy within this timeframe releases Leadiant Biosciences from all liability.
 - h. Return shipping is covered by Leadiant Biosciences only in cases of company error, shipping damage or product recall.
 - i. Where required by law, credit or replacement will be issued only for products returned unopened, in original packaging, with proof of purchase.
 - j. Leadiant Biosciences reserves the right to request proof of purchase such as debit memo, invoice, or PO number to confirm that the product was purchased through authorized distribution channels.
 - k. Leadiant Biosciences does not pay processing or 3rd party return fees.
 - l. Leadiant Biosciences reserves the right to update this return policy.