



TWi Pharmaceuticals USA, Inc. ("TWi Pharmaceuticals") is committed to excellence in customer service and satisfaction. Subject to the conditions set forth in this policy, TWi Pharmaceuticals will accept returns of its expired pharmaceutical products and issue a credit as appropriate.

**PROCEDURE FOR RETURNING EXPIRED GOODS:**

Effective April 18, 2023, all products eligible for return due to expiry (excluding products misshipped, shipped in error, damaged-in-transit, etc.) must be returned to TWi Pharmaceuticals' approved return goods service contractor, Inmar RX Solutions, Inc. ("Inmar"), at the following address and in accordance with the following procedures to be considered for reimbursement:

TWi Pharmaceuticals USA, Inc.  
C/O Inmar RX Solutions, Inc.  
3845 Grand Lakes Way, Suite 125  
Grand Prairie, Texas 75050

TWi Pharmaceuticals requires that prior to shipping return goods a Return Authorization (RA) must be obtained in order to be eligible for reimbursement. Once a RA has been issued, return goods need to be promptly shipped to Inmar. All product listed on the RA should be shipped at the same time. To create and obtain a Return Authorization ("RA") please follow Option "1" below; in the event this is impossible, please use either Option "2" or Option "3."

1. Visit the Inmar website at <https://returns.healthcare.inmar.com> (a PDF copy of your debit memo will need to be uploaded)
2. E-mail the debit memo to TWi at [returns@twipharmausa.com](mailto:returns@twipharmausa.com). Include: Debit memo #, NDC#; lot#; and the expiration date(s) assigned to each item
3. Fax your debit memo to TWi at +1 (201) 225-0051.

PLEASE NOTE: All third-party return processors must contact Inmar for a RA.

Each return shipment must contain a copy of a Debit Memo and issued RA in each shipping box/package. The Inmar supplied RA label should be affixed to the outside of each shipping package. If a return shipment has multiple packages, a copy of the Debit Memo and RA should be placed in each. Each return shipment box/package should contain product from only one provider.

All controlled products must be packaged separately from non-controlled products.

It is suggested that the return be insured, and records kept. TWi Pharmaceuticals is not responsible for shipments lost in transit to Inmar.



#### RETURN DOCUMENTATION REQUIREMENTS:

All returns of product must include a Debit Memo and RA as provided by Inmar. **Product received without required information will be processed for destruction, and no reimbursement shall be issued.**

The following information must be provided for RA requests to be eligible for reimbursement:

- Valid originating Customer name and mailing address
- Current Authorized Distributor of Record for reimbursement via credit (if applicable)
- Debit Memo Number or another unique identifier
- Originating Customer Identification (ex: DEA Registration #, HIN, or NPI)
- Product NDC
- Product Description
- Lot Number and Expiration Date
- Quantity
- Reason for Return
- Returning Entity Name – who prepared and shipped the return (Return Processor, if applicable)
- Identification of contract pricing and associated contract identifier (if applicable)
- Returning Entity DEA Registration # (Required when returning Controlled Substance  
**Note:** Each originating customer must be assigned a unique debit memo number.
- **Note:** Product returned that was purchased at a contracted price (examples: GPO and 340B) must include notation on the accompanying documentation that the Product was purchased at a contracted price and include all applicable identification (examples: DEA Registration #, HIN and HRSA assigned 340B identifier).

#### PRODUCT ELIGIBLE FOR REIMBURSEMENT:

- Product within six (6) months of expiration date and up to twelve (12) months past the expiration date. Product must be in original, sealed, full, unopened TWi Pharmaceuticals containers. Product must have a valid TWi Pharmaceuticals lot number and expiration date.
- TWi Pharmaceuticals will only accept returns from customers who have purchased the products directly from TWi Pharmaceuticals.



**NON-EXPIRED RETURN GOODS (ANY OTHER REASON):**

Inmar only processes out-dated and/or soon to be out-dated goods. Non-expired, but otherwise returnable goods being returned due to damages, shipment errors, etc. must be reported to TWi Pharmaceuticals within ten (10) working days of package receipt and must be returned within thirty (30) days of receipt.

All such requests must be made to [customerservice@twipharmausa.com](mailto:customerservice@twipharmausa.com). Once approved, goods are to be returned to TWi Pharmaceuticals' contracted third-party logistics provider at the following address:

TWi Pharmaceuticals USA, Inc.  
ATTN: RETURNED GOODS  
4580 S. Mendenhall Rd.  
Memphis, TN 38141

**TERMS OF RETURN POLICY FOR BOTH EXPIRED AND NON-EXPIRED RETURNS:**

- A valid Return Authorization (RA) Number must accompany all returns for proper credit.
- RA Numbers are VALID for 30 days from issuance. Expired RA Numbers will be considered invalid and no credit will be issued.
- All products must be returned to TWi Pharmaceuticals USA, Inc. within thirty (30) days of receipt by customer to receive credit. Products that have been destroyed by customer or agent of customer will not receive credit.
- Product must be in original, sealed, full, unopened, unadulterated TWi Pharmaceuticals container to receive full credit. Partial products are not allowed, except where mandated by state statute. i.e. Georgia, North Carolina and Mississippi.
- Reimbursement price will be based on the lower of the (1) original invoice or contract price or (2) current invoice / contract price. If the mentioned pricing is unavailable for the end customer, then TWi Pharmaceuticals will use a predetermined product price which will be considered the final return value. Collectively referred to as the "weighted average".
- Product must be returned by the customer who purchased the product from TWi Pharmaceuticals. Credit will be issued to direct accounts only.
- Returned products will be verified by TWi Pharmaceuticals and the final credit will be calculated based upon TWi Pharmaceuticals count.
- TWi Pharmaceuticals reserves the right to reject claims where the total return value exceeds one percent (1%) of the previous calendar year's customer purchases of TWi Pharmaceuticals product. **Note:** Prior year's sales would be prorated for a full year if the prior calendar year sales did not represent a full 12-month period.
- All returns are subject to review by TWi Pharmaceuticals. Issuance of RA number does not guarantee credit. Credit issuance is dependent on confirmed receipt/review of



## TWi Pharmaceuticals USA, Inc. Return Goods Policy

returned goods. Unauthorized returned goods will be destroyed, and credit will not be issued. Transportation charges are to be prepaid by the customer.

- All third-party returns must be authorized by TWi Pharmaceuticals
- TWi Pharmaceuticals will not reimburse fees due to processing third-party returns, destruction charges, and shipping costs or processing.
- Product returned without the authorization form will be destroyed without credit.
- Credit will be issued in the form of a credit memo only. Cash will not be issued.

### **NON-RETURNABLE PRODUCT:**

- Items purchased at a special price or reduced cost as part of a one-time buy-in offer and/or short-dated product purchase.
- Private label, repackaged products or products not in the original container.
- Product involved in salvage, bankruptcy or insolvency proceedings.
- Product for which proof of purchase cannot be verified.
- Product more than twelve (12) months past the expiration date.
- Product returned by anyone other than the original purchaser.
- Product that has deteriorated because of heat, cold, water, smoke or other improper storage.
- Product damaged due to fire, flood or other events.
- Overstocked customer inventory.
- Product purchased by federal or state entities for stockpiling purposes
- Free goods including but not limited to donation, samples, etc. plus product sold on a non-returnable basis.
- Product with unknown or unidentifiable lot numbers.
- Batched returns from multiple providers and/or not disclosed on the Debit Memo.
- Expired return with a returnable debit memo value of \$25 or less.

### **Other Terms:**

- TWi Pharmaceuticals may at its sole discretion:
  - (i) make exceptions to the return goods policy based on extenuating circumstances
  - (ii) reject any customer claim deemed unfounded
  - (iii) make changes to the return goods policy at any time.
- TWi Pharmaceuticals reserves the right to impose a handling fee on all returned goods.