

Returned Goods Policy

EFFECTIVE: 1 July 2023

SCOPE:

Strides Pharma Inc. (“Strides”) requires that all products be returned through our authorized returns processor, Inmar. Inmar will accept returns on behalf of Strides from those customers who have purchased the product they are returning **directly** from Strides or through an authorized wholesaler or distributor on labeler code **64380** or **42543** (“Product”).

RETURNABLE PRODUCT:

- Product with less than 6 months remaining shelf life.
- Product that is not more than 12 months past expiration date.
- Concealed damage claims must be made within 10 days of receipt. These claims must be made to Strides’ Customer Service Department at stridescustomerservice@stridesusa.com.
- Product Received in Error.
 - Any Product received in error must be reported to Strides Customer Service within 48 hours of receipt. Customer Service will issue specific instructions on returning Product.
 - No credit will be issued for Product returned outside of the parameters given by Strides’ Customer Service.
- Product received damaged in shipping.
 - Damaged Product must be accompanied by a signed Bill of Lading noting damage and a copy of the packing slip. Damage must be reported to Strides’ Customer Service within 48 hours of receipt. Customer Service will issue specific instruction on returning Product.
- No credit will be issued for Product returned outside of the parameters given by Strides’ Customer Service. Product involved in a recall.
- If any one or combination of the above conditions are met, the returned Product must be in the original, unaltered, undamaged and unopened container with seal intact.
- Customer agrees to a 1% current year return limitation based on customer’s prior calendar year’s purchase value of Products.
- All expired Products must be returned to Inmar to be eligible for credit or refund.
- Strides will not be responsible for Product lost in-transit from a customer to Inmar.
- Strides’ count of received valid returns through Inmar will be considered final for customer credit/refund/deduction calculations.
- Customer shall securely package all return Products to avoid damage to the Products during transit.

NON-RETURNABLE PRODUCT:

- Product with stickers, marked, coded, dated, damaged, soiled or adulterated in any way.
- Product sold on a non-returnable basis.
- Product damaged or deteriorated due to conditions beyond manufacturer control, such as improper storage or handling (e.g., heat, stored under improper conditions or exposed to fire, smoke or water).

- Products sold as free goods or products provided at no charge for promotional incentives, samples or short-dated products sold as such.
- Product not in original sealed container.
- Product with 6 months or more of remaining shelf life.
- Product that is more than 12 months past the expiration date.
- Product involved in distressed, sacrifice, fire or bankruptcy sale.
- Products not purchased directly from Strides or authorized wholesaler.
- Product received with concealed damage not reported within 10 days. (See returnable Product).
- Product received in error or damaged in shipping; a) if not reported within 48 hours of receipt, b) reported within this period but not returned within 30 days or c) not accompanied by a signed Bill of Lading noting damage and copy of original packing slip.
- Private label merchandise, repackaged Product or Product in anything other than their original Strides containers/packaging.
- Overstocked customer inventory.
- Partial returns are not allowed with the exception of customers located in mandated states that require Product be accepted.
- Products purchased or distributed contrary to federal, state or local laws.
- Products purchased for federal and state governmental customers for stockpiling purposes shall be final and non-returnable.
- Products purchased for speculative purposes.
- Products with defaced or missing Strides Product labels which do not clearly display the expiration date, Product NDC and lot number.
- Expired returns with a returnable value of \$25 or less in value based on Strides calculations.
- Forms only returns (i.e. physical Product packages must accompany the return claim).
- Product returned in another manufacturer's labeler code
- Products returns received by Strides or Inmar ninety (90) calendar days or more after the date of the RGA.
- Returns without a valid RGA number or missing the RGA number
- Overfilled, reconstituted or mixed filled Product package

PROCEDURE FOR RETURNING MERCHANDISE AND RECEIVING CREDIT:

FOR RETURN GOODS AUTHORIZATION ("RGA")

Request for Box labels can be made by any of the below methods:

1. Accessing the Inmar website at <https://CLSNetLink.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 plus the other Required Information as listed below.
3. Fax your debit memo to Inmar at 817-868-5343

For assistance with the return process contact Inmar Customer Service at 1-800-967-5952.

Hours: Monday - Friday 7am – 5pm Central time

Required Information for the RGA

- Strides NDC Number
- Product Name
- Strength
- Lot Number
- Expiration Date
- Quantity
- Reason for return and proof of purchase, if requested by Strides
- Debit Memo number and Debit Memo date clearly designated. Only one Debit Memo number per return shipment.
- Account number/information
- RGA Number must accompany the shipment. RGA is valid for 90 days from issuance.
- All packages in the shipment must include RGA number and Debit Memo number

Notice for RGA: When Combining Product in One Box: If you are combining multiple Products with different RGA labels in one box, make sure that an Inmar RGA label is affixed to each inner package. However, a controlled substance (Schedule III-V) must be placed in a sealed bag within the box and the applicable RGA label affixed on the outside of the sealed bag. Write “MIXED RGAs” on the outside of the box. Do not photocopy a RGA label or use a RGA label more than once. Also, it is recommended to use FedEx or UPS as both for best tracking capabilities. The USPS is not recommended for shipment. Customers who do not follow the above processing procedures could be assessed a fee if Strides is charged a processing fee by Inmar for a non-complaint shipped box.

Inmar will destroy any Product return that does not have the required information and no credit will be issued for such Product.

- Strides reserves the right to deny credit for any returned Product that does not comply with these instructions.
- Strides representatives are prohibited from picking up or transporting any Products.
- Strides is not responsible for returns lost during shipment.
- Strides will not be responsible for any charges incurred for any Product returned to a facility other than Inmar.
- All returns are to be shipped fully insured, freight prepaid to the address listed below:

**Inmar RX Solutions
3845 Grand Lakes Way
Suite 125
Grand Prairie, TX 75050**

Issuance of credit

- Strides will issue individual Return Goods Authorizations for each customer Debit Memo, detailing the authorized amount of the return.
- Strides will issue a credit memo for returns and will not accept deductions from invoices. Please do not make any deductions from remittances in anticipation of credit.
- Discrepancies must be addressed within 30 days of the Return Goods Authorization Credit by contacting Strides' Return Credit Department at finance@stridesusa.com.
- Full, unopened Product bottles will be issued full credit.
- For direct customers, reimbursement price will be based on the lower of the original purchase price or current purchase price based on the customer's debit memo ("DM") date with the understanding that both the DM claim and physical returned product are received Timely¹ by Strides or Strides' agent.
- For third party customers, the credit will be calculated at the lower of the original net contract purchase price or the current net contract purchase price based on the customer's DM date with the understanding that both the DM claim and physical returned product are received Timely by Strides or Strides' agent. Otherwise, Strides will use a pricing return date when the claim is fully processed by Strides. If contract price cannot be easily identified, then Strides has the option to price the claim at a predetermined return price. A credit memo will be issued to the authorized wholesaler.
- Strides reserves the right to make the final determination of the valuation of the return.
- Products that do not qualify for credit or reimbursement will be destroyed and not returned to the customer.
- Any deduction made without a Return Goods Authorization Credit is deemed invalid.
- Credit will **not** be issued for Product that has been destroyed by customer.
- Return Goods Authorization Credit must be used within one year of date of issue or the credit will be considered void. Strides will deduct the value of the return from the sales volume subject to volume rebate.
- No shelf-stock adjustment will be issued for returned Product unless they are in transit on the date of the shelf-stock adjustment.

Transportation charges

- All returns must be shipped via a traceable mode of transportation. Proof of return is the customer's responsibility.
- Transportation and insurance charges on all Products returned are the responsibility of the customer, except when due to Strides error as determined by Strides.

THIRD PARTY RETURN PROCESSING:

Third party processors must comply with all terms and conditions of this policy as well as the following:

- Strides will require a copy of all reverse distributor licenses. Any unlicensed returns processor is not authorized to handle Strides Products.

¹ Timely will be defined if Strides or Strides' agent receives both the DM and physical returned product within 15 days of the DM date.

- Third party processors must return all Products to Inmar's facility unless instructed by Strides otherwise.
- Strides will not reimburse any service fees to the customer or processing agent for the miscellaneous fees (i.e. handling, processing fees) or freight charges incurred.
- Strides will not use third party's price list to process returns.

This Return Goods Policy supersedes all previous policies and may be modified by Strides, from time to time, at its discretion. Strides values the relationship it shares with its customers and will make a commercially reasonable attempt to provide thirty (30) days advance notification of policy changes. Customers will be expected to adhere to the most current policy which can be found on the Strides website.