



## Grove Return Goods Policy

This Return Goods Policy (this “Return Policy”) is Grove Pharmaceuticals’ current policy for the return of generic pharmaceutical products distributed by Prasco as sales agent and through distributors or wholesalers with which Grove Pharmaceuticals or Prasco, on behalf of Grove Pharmaceuticals, has established an ongoing relationship to distribute Grove’s generic pharmaceutical products (an “Authorized Distributor”).

### RETURN PROCESS – RETURN AUTHORIZATION REQUIRED

Return Authorization must be obtained by accessing the Inmar website at <https://healthcare.inmar.com>.

After completing all the required information for the Return Authorization on the Inmar website, print the Box Label.

Package the product for the return associated with the Box Label.

Forward the product packaged for return with the Box Label attached to the outside of the packaged return to the Inmar processing on the Box Label.

For assistance with the return process, contact Inmar Customer Service at 1-800-967-5952. Hours of operation are Monday through Friday from 8:00 a.m. – 5:00 p.m. Central Time.

### GENERAL TERMS & CONDITIONS

- All products returned must comply with all terms and otherwise meet the eligibility criteria stated in this Return Policy.
- Payment of transportation for returns must be prepaid by customer.
- Return Process required information to be included with the return goods shipment:
  - Returning entity and mailing address (Pharmacy etc.)
  - Remit to name and mailing address
  - Debit memo number
  - NDC Number
  - Lot Number
  - Expiration Date
  - Quantity
- Failure to provide all of the required information may result in the return being disallowed.
- Grove Pharmaceuticals is not responsible for shipments lost or damaged in transit.
- Grove Pharmaceuticals recommends the customer returning products insures all shipments.
- All eligible products shipped to Inmar must be shipped in a safe, secure, and reliable manner, and in compliance with all applicable federal, state and local laws and regulations.
- Returned quantities will be audited by Inmar and final credit will be based on Inmar’s count.

### REIMBURSEMENT FOR RETURN GOODS IS SUBJECT TO VERIFICATION BY GROVE PHARMACEUTICALS, OR ITS AGENT, OF COMPLIANCE WITH THIS POLICY. THE AMOUNT OF CREDIT PROVIDED FOR A RETURNED GOOD IS ESTABLISHED AT THE SOLE DISCRETION OF GROVE PHARMACEUTICALS. SHIPMENT ERRORS AND DAMAGES

Inmar will not accept returns for shipments made in error or damaged during shipment.

#### Direct Purchasers<sup>1</sup>

- Please contact Prasco Customer Service (Grove Pharmaceuticals’ Sales Agent) at [customer.service@prasco.com](mailto:customer.service@prasco.com) for authorization and instructions.



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- Issue must be reported within five (5) days of receipt.
- Concealed damages must be reported within ten (10) days of receipt.
- Photos of the damaged product are required.
- Damage claims and shipping errors must be reported by the receiving facility – claims reported by Accounts Payable, or other departments, i.e. “notice of deduction,” will not receive credit.

### **Indirect Purchasers**<sup>2</sup>

- Please contact the Authorized Distributor through which product was purchased for instructions.

### **THIRD PARTY PROCESSOR INFORMATION**

- Returns from third party processors acting on behalf of an Authorized Distributor or a customer will be accepted provided the processor complies with all aspects of this Return Policy.
- Grove Pharmaceuticals is not responsible for any fees of a third-party processor, including any administrative, handling or freight charges.
- Aggregated returns – for credit to be issued, a separate debit memo for each customer will be required that includes the returning pharmacy information. Also, supporting documentation with line item detail including purchase price must be provided upon request. All product returns for product purchased under a government contract must be returned on a separate debit memo with a unique debit memo prefix identifying if such product was initially sold to a 340B entity, Federal Supply Schedule or other government entity.

### **PRODUCTS ELIGIBLE FOR RETURN REIMBURSEMENT**

- Directly purchased from Prasco as Sales Agent or from an Authorized Distributor with proof of purchase supplied upon request.
- In original packaging with label intact and fully readable including NDC, bar-code, lot number, and expiration date.
- Product within three (3) months of expiration date and twelve (12) months past expiration date.
- Products associated with a Grove Pharmaceutical initiated recall are returnable subject to specific terms of the recall notice and requested return actions.

### **PRODUCTS INELIGIBLE FOR REIMBURSEMENT**

Unless explicitly stated above, all other products are ineligible for reimbursement. For the purpose of clarification, the following list contains additional information describing conditions where no credit will be issued. Please note, this list is subject to change at Grove Pharmaceuticals' discretion and is not exhaustive of all situations disqualifying credit.

- For products where proof-of-purchase from Prasco (Sales Agent) or an Authorized Distributor cannot be verified either by invoice supplied by returning entity or EDI 867 data for Authorized Distributor.
- For products that have been involved in a sacrifice, fire, or bankruptcy sale; or items that have been damaged by fire, water, or smoke.
- For products sold expressly on a non-returnable basis either directly to Pharmacy or through an authorized distributor.
- For partial product unless required by state or federal regulations.
- For frozen products.
- For products that have been repackaged<sup>3</sup>.
- For professional samples.
- For products that are compounded.
- For products obtained illegally or via diverted means or acquired for the express purpose of returning to Prasco (Sales Agent) for credit.
- For products returned where the saleable unit container contains more product than was originally packaged (over packed containers).
- For counterfeit or re-imported products.
- For products stored out of compliance with specifications or handled improperly.
- For products with missing or defaced labels, or in leaking containers.



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- For products containing prescription labels.
- For products manufactured to customers' specifications.
- For donated products.
- For products destroyed by a wholesaler or third party processor for customer or wholesaler without Prasco's written approval.
- For products sold to any government stockpile program.
- For partials of products in cream, liquid, inhaler, or injectable form.
- For products that are not in the original manufacturer container.

### BASIS OF CREDIT

- Grove Pharmaceuticals and/or Prasco as sales agent, in their sole discretion, will establish a credit amount for each product for all eligible products returned in accordance with and subject to the terms and conditions set forth in this Return Policy.
- For product(s) that the customer is directly contracted with Grove Pharmaceuticals or Prasco as sales agent (i.e., Direct Purchasers), the credit will be issued based on the current net contracted price.
- For product(s) that a customer is not directly contracted with Grove Pharmaceuticals or Prasco as sales agent (i.e., Indirect Purchasers), credit will be issued based on the established credit amount.
- Grove Pharmaceuticals'/Prasco's determination as to the value of credit shall be final.
- For Direct Purchasers, credit will be issued in the form of a credit memo to such Direct Purchaser.
- For Indirect Purchasers, credit will be issued through applicable Authorized Distributor.

### MISCELLANEOUS

- Product returns that do not comply with this Return Policy are not eligible for return and/or credit.
- This Return Policy supersedes, and serves as notice of termination of, any previous agreement or policy for Prasco generic products whether written, oral, or established through course of dealing between you and Prasco with respect to the subject matter hereof.
- This Return Policy is subject to change at any time and without prior notice to other parties.
- Grove Pharmaceuticals/Prasco reserves the right to destroy product which is returned outside this Return Policy, or which is considered unfit or unsafe for use.
- Neither Grove Pharmaceuticals nor Prasco as sales agent will not directly reimburse consumers or pharmacies.

1. *Direct Purchaser is defined as a purchasing entity that purchases product directly from Prasco (Sales Agent).*
2. *Indirect Purchaser is defined as a purchasing entity that purchases product from a Prasco (Sales Agent) Authorized Distributor.*
3. *Repackaged is defined as product that has been removed from its original Grove Pharmaceuticals shipped selling unit container and packaged into another container, or, if the original selling unit container has been modified or changed in any way, including labeling.*