

AKORN, INC.
Returned Goods Policy Customer Letter
Effective January 15, 2020

“Akorn’s Quality Policy is to preserve and improve patient health by consistently delivering high quality, safe and effective specialty pharmaceutical products that meet or exceed customer expectations.”

In support of this commitment, and the value placed upon customer satisfaction, Akorn is providing this customer communication regarding the handling, storage and shipment of returned goods. This Return Goods Policy applies to product sold in the U.S. only. Should you need to return goods, please request return authorizations from our selected returns processor: **Qualanex, LLC**. Akorn will accept returns only from customers who have purchased products directly from Akorn.

PROCEDURE FOR RETURNING GOODS

AUTHORIZATION:

Akorn requires that all return requests be made through our selected returns processor: Qualanex, LLC. Return Authorizations can be made by accessing the Qualanex website at: www.Qualanex.com, or contact the Qualanex Customer Service Department at (800) 505-9291, email to: customerservice@qualanex.com, or Fax at: (847) 775-7258. All return goods must have prior authorization. Authorization number must be displayed on the shipping carton and are valid for 30 days from date of issuance.

A Returned Goods Authorization form (RGA) are required for the return of all products and must contain the following information:

- Customer Name, Address, Telephone and Fax Numbers
- Contact Name and Email
- Product Name, NDC number, Lot number, Expiration Date and Quantity to be Returned
- Debit memo, PO or Reference number
- Reason For Return

If approved, a Returned Goods Authorization (RGA) will be provided via fax or email. Qualanex will provide complete shipping instructions with the form. This form must accompany all returns. If a return shipment has multiple boxes, photocopy the RGA and place one in each box.

PRODUCTS THAT MAY BE RETURNED:

All returned products must be in complete and unadulterated original packaging.

In order to be returnable, a product must meet each of the following requirements:

- No more than 3 months shelf life remaining
- No more than 3 month past expiration date
- Discontinued or Recalled product
- Partial products will only be accepted for credit when mandated by State Statute (GA, MS, NC)
- Damaged during shipment by Akorn
- Shipped as a result of Akorn error (Please contact Akorn directly for instructions via email to: returns@akorn.com or contact Akorn Customer Service at (800) 932-5676
- Equivalent purchase price is greater than \$50, and satisfies one of the above conditions.

PRODUCTS THAT MAY NOT BE RETURNED FOR CREDIT:

- Non-Expired Product with greater than three (3) months shelf life remaining
- Expired Product with greater than 3 months beyond the stated expiration date
- Repackaged Product/ Over-Labeled Products: Products that have been repackaged or products not in their original container.
- Products Dispensed and Used by or for patients: Any items (e.g. Tubes or Vials), that have been opened for use are not eligible for credit.
- Products with missing or incorrect Lot Numbers and/or Expiration Dates: products with unknown, missing or inaccurate Lot number or Expiration Dates
- Insured/Insurable Product: Product that has been involved with an insurable loss (fire, smoke, water damage, bankruptcy, fire sales) will not be eligible for credit without regard to whether coverage was in place or the claim is under investigation or has been rejected.
- Customer Caused Damage: Products damaged subsequent to delivery by the common carrier, including product damaged due to improper storage/handling.
- Products not purchased directly from Akorn.
- Samples: Products distributed as samples or as free goods.
- Non-Returnable Products: Products sold expressly on a non-returnable basis. (See Attached list*subject to change at Akorn discretion)
- Products purchased indirectly must be returned to the authorized Wholesaler of Distributor through which the original purchase was made.
- Antidote products (e.g. Bal-In-Oil, Cyanide Kits, Physostigmine, etc.)
- Unlabeled / defaced products
- Purchased /distributed contrary to law or internationally distributed
- Product purchased that was short dated at time of order
- Customer's purchase price is less than \$50

AKORN PRIVATE LABEL PRODUCTS:

AKORN PRIVATE LABEL PRODUCTS are made to order and are not eligible for return or credit except for products shipped in error by Akorn or damaged in transit from Akorn.

DAMAGED PRODUCT RECEIVE/SHORTAGES/OVERAGES/PRODUCT RECEIVED IN ERROR

Products shipped in error by Akorn or products damaged in transit (accompanied by a signed BOL noting damage) must be reported to Akorn within 2 working days of product receipt and must be returned within 15 days of receipt. These claims must be made through Akorn's Returns Department via email at: returns@akorn.com or contact Akorn's Customer Service Department at (800) 932-5676. Photographic evidence of the damage must be provided with the initial claim. Customers must acquire a RGA from Akorn's Returned Goods Department prior to shipping the damaged material. Akorn RGA are valid for 15 days from date of issue.

Credit for returned goods remains in accordance with Akorn's current credit policy. Please contact our Customer Service Department at (800) 932-5676 with any questions regarding the above. We appreciate the opportunity to serve your needs.

TRANSPORTATION AND CHARGES:

Shipping charges will be prepaid by customer except when error is due to Akorn. It is recommended that customers insure all return goods shipments. Akorn is not responsible for shipments lost in transit. It is the customer's responsibility to ship product in accordance with local, state and federal regulations.

3rd PARTY PROCESSORS:

Akorn is not responsible for product returned through 3rd Party Processing companies. 3rd Party Processing fees are not reimbursable. 3rd Party Processors must return Akorn product to Qualanex, LLC. Akorn does not accept consolidated or batched returns from multiple facilities or customers on one debit memo.

TERMS OF RETURN POLICY:

Returns will be credited at the calculated net purchase price or net current price, whichever is lower. Akorn requests customers to delay payment deductions for a period of 5 weeks after initial request. Products are subject to a 20% processing charge if return is not due to Akorn shipment error. Returned Goods Authorization (RGA) numbers are valid for only 30 days from date of issue.

All returns are subject to review by Akorn. Issuance of RGA Number does not guarantee credit. Credit issuance is dependent on confirmed receipt/review of returned goods. Returns received with outdated/invalid authorizations will be handled as unauthorized returns and destroyed without credit.

Non-Creditable NDCs	Description	AKORN Comments
50383-0079-06	Acet&CodeinePhos.OralSol. 5mL	Non-Returnable Product NDC
50383-0079-16	Acet&CodeinePhos.OralSol.473mL	Non-Returnable Product NDC
50383-0079-13	Acet&CodeinePhos.OralSol12.5mL	Non-Returnable Product NDC
17478-0660-30	Acetylcysteine injection	Non-Returnable Product NDC
17478-0250-20	AK-FLUOR 25%	Non-Returnable Product NDC
17478-0253-10	AK-FLUOR 10%	Non-Returnable Product NDC
17478-0841-02	ALFENTA INJ 2ML AMP PREMIER	Non-Returnable Product NDC
17478-0067-02	ALFENTA INJ; AMPS; 2mL; CII;	Non-Returnable Product NDC
17478-0067-05	ALFENTA INJ; AMPS; 5mL; CII;	Non-Returnable Product NDC
17478-0841-02	Alfentanil HCl Inj Premier CII	Non-Returnable Product NDC
17478-0701-10	Aqueous Solvent for ICG	Non-Returnable Product NDC
17478-0307-03	AZASITE 1%, 2.5ML	Non-Returnable Product NDC
17478-0526-03	BAL IN OIL INJ 3ML AMP 10/BX	Non-Returnable Product NDC
50383-0924-93	Buprenorphine Subl 2mg 30COUNT	Non-Returnable Product NDC
50383-0930-93	Buprenorphine Subl 8mg 30COUNT	Non-Returnable Product NDC
59399-0112-20	BUTORPHIC 10MG/ML 20ML VL CIV	Non-Returnable Product NDC
17478-0080-50	CAPASTAT SULFATE VIAL, 1g	Non-Returnable Product NDC
76478-0611-02	COGENTIN INJ 5X2ML AMP	Non-Returnable Product NDC
17478-0650-01	CYANIDE ANTIDOTE KIT	Non-Returnable Product NDC
17478-0503-05	DEHYDRATED ALCOHOL	Non-Returnable Product NDC
17478-0937-10	DILTIAZEM 10ML VIAL	Non-Returnable Product NDC
17478-0937-25	DILTIAZEM 25ML VIAL	Non-Returnable Product NDC
17478-0937-26	DILTIAZEM 25ML X 10	Non-Returnable Product NDC
17478-0937-05	DILTIAZEM 5ML VIAL	Non-Returnable Product NDC
17478-0763-06	DRONABINOL 10MG	Non-Returnable Product NDC
17478-0761-06	DRONABINOL 2.5MG	Non-Returnable Product NDC
17478-0762-06	DRONABINOL 5MG	Non-Returnable Product NDC
63323-0289-55	EMLA 5GM TUBE	Non-Returnable Product NDC
76478-0289-30	EMLA, 30GM	Non-Returnable Product NDC
76478-0289-55	EMLA, 5 X 5GM	Non-Returnable Product NDC
17478-0823-01	EPHEDRINE SULF INJ 1ML PREMIER	Non-Returnable Product NDC
17478-0515-00	EPHEDRINE SULF INJ; 1mL 10/bx	Non-Returnable Product NDC
17478-0903-90	Eptifibatide Injection 100ml	Non-Returnable Product NDC
17478-0902-90	Eptifibatide Injection 100ml	Non-Returnable Product NDC
17478-0902-10	Eptifibatide Injection 100ml	Non-Returnable Product NDC
17478-0030-25	FENTANYL CIT 2ML; CII; 25PK	Non-Returnable Product NDC
17478-0030-20BULK	FENTANYL CITRATE 20ML AMP BULK	Non-Returnable Product NDC
17478-0030-20	FENTANYL CITRATE 20mL CII	Non-Returnable Product NDC

17478-0030-55	FENTANYL CITRATE 5mL CII; 25PK	Non-Returnable Product NDC
17478-0030-05	FENTANYL CITRATE 5ML; CII	Non-Returnable Product NDC
17478-0030-02	FENTANYL CITRATE AMPS 2ML; CII	Non-Returnable Product NDC
17478-0640-10	FLURESS OPPTH BOTTLE; 5mL	Non-Returnable Product NDC
50383-0311-09	Gabapentin Oral Sol 6 mL	Non-Returnable Product NDC
50383-0311-47	Gabapentin Oral Sol 470mL	Non-Returnable Product NDC
50383-0311-07	Gabapentin Oral Sol 5 mL	Non-Returnable Product NDC
50383-0087-12	Guaiatussin AC (SF) Liquid 10m	Non-Returnable Product NDC
50383-0087-16	Guaiatussin AC (SF) Liquid 16o	Non-Returnable Product NDC
50383-0087-04	Guaiatussin AC (SF) Liquid 4oz	Non-Returnable Product NDC
50383-0087-07	Guaiatussin AC (SF) Liquid 5 m	Non-Returnable Product NDC
50383-0043-16	Hydrocod Bitart &Homat MBr Syr	Non-Returnable Product NDC
17478-0540-01	HYDROMORPHONE 1ML AMP	Non-Returnable Product NDC
17478-0540-50	HYDROMORPHONE 50ML VIAL;	Non-Returnable Product NDC
17478-0540-05	HYDROMORPHONE 5ML AMP	Non-Returnable Product NDC
17478-0701-02	IC GREEN 25mg ANGIO. KIT, 6/BX	Non-Returnable Product NDC
17478-0701-25	IC Green inner pack	Non-Returnable Product NDC
66259-0701-02	IC GREEN KIT (NOVADAQ)	Non-Returnable Product NDC
59399-0114-10	Ketamine/Vetaket	Non-Returnable Product NDC
13985-0611-15	LATANOPROST OPPTH SOL APEXA	Non-Returnable Product NDC
17478-0625-12	LATANOPROST OPPTH SOL 0.005%	Non-Returnable Product NDC
50383-0781-30	Lidocaine HCl Jelly, 2% 30mL	Non-Returnable Product NDC
17478-0040-01	LORAZEPAM 2mg/mL INJ; VIALS;	Non-Returnable Product NDC
50383-0705-30	Lorazepam Oral Conc. 30mL	Non-Returnable Product NDC
00095-9090-16	LORTAB ELIXIR 16OZ BTL	Non-Returnable Product NDC
17478-0450-16	LORTAB ELIXIR 16OZ BTL	Non-Returnable Product NDC
17478-0380-20	METHADONE	Non-Returnable Product NDC
17478-0501-01	METHYLERGONOVINE MALEATE INJ	Non-Returnable Product NDC
17478-0523-55	MIDAZOLAM HCL 1MG/ML 5ML 25PK	Non-Returnable Product NDC
17478-0523-10	MIDAZOLAM HCL 1mg/mL VIAL 10mL	Non-Returnable Product NDC
17478-0523-02	MIDAZOLAM HCL 1mg/mL VIAL; 2mL	Non-Returnable Product NDC
17478-0524-01	MIDAZOLAM HCL 5mg/mL VIAL; 1mL	Non-Returnable Product NDC
17478-0524-02	MIDAZOLAM HCL 5mg/mL VIAL; 2mL	Non-Returnable Product NDC
17478-0524-05	MIDAZOLAM HCL 5mg/mL VIAL; 5mL	Non-Returnable Product NDC
17478-0524-10	MIDAZOLAM HCL 5mg/mL VIAL;10mL	Non-Returnable Product NDC
76478-0501-20	NEMBUTAL 50MG/ML CII 20ML	Non-Returnable Product NDC
76478-0501-50	NEMBUTAL 50MG/ML CII 50ML	Non-Returnable Product NDC
67386-0501-52	NEMBUTAL VL 50MG/ML CII 20ML	Non-Returnable Product NDC
67386-0501-55	NEMBUTAL VL 50MG/ML CII 50ML	Non-Returnable Product NDC
50383-0855-16	Opium Tincture(Paregoric)473mL	Non-Returnable Product NDC
50383-0961-06	Oxycodone Hydrochloride	Non-Returnable Product NDC
50383-0964-30	Oxycodone Hydrochloride	Non-Returnable Product NDC
50383-0961-34	Oxycodone Hydrochloride	Non-Returnable Product NDC
17478-0510-02	PHYSOSTIGMINE SAL INJ; AMPS	Non-Returnable Product NDC

17478-0817-05	PREMIER DILTIAZEM 5ML	Non-Returnable Product NDC
17478-0817-10	PREMIER DILTIAZEM 10ML	Non-Returnable Product NDC
17478-0817-25	PREMIER DILTIAZEM 25ML	Non-Returnable Product NDC
17478-0817-26	PREMIER DILTIAZEM 25ML 10 PK	Non-Returnable Product NDC
50383-0805-04	Prom&PhenyHCL&CodOralSol118mL	Non-Returnable Product NDC
50383-0805-16	Prom&PhenyHCL&CodOralSol473mL	Non-Returnable Product NDC
50383-0804-16	PromethHCl&Codeine Syrup 473mL	Non-Returnable Product NDC
17478-0263-12	PROPARACAINE 0.5% SOLN, 15mL	Non-Returnable Product NDC
76478-0711-40	SODIUM DIURIL VIAL 0.5GM/18 ML	Non-Returnable Product NDC
17478-0050-01	SUFENTANIL INJ AMPS 1ML CII	Non-Returnable Product NDC
17478-0050-02	SUFENTANIL INJ AMPS 2mL CII	Non-Returnable Product NDC
17478-0050-05	SUFENTANIL INJ AMPS 5mL CII	Non-Returnable Product NDC
17478-0045-32	TETRACAINE HCl 1% INJ; AMPS;	Non-Returnable Product NDC
17478-0340-38	TOBRAMYCIN INH 300MG/5ML x 56	Non-Returnable Product NDC
63323-0479-30	XYLOCAINE 2%, 30mL TUBE	Non-Returnable Product NDC
17478-0609-30	ZIOPTAN 0.0015% 30 PIPETTES/PK	Non-Returnable Product NDC
00006-3931-30	ZIOPTAN 0.0015% 30PIPETTES/PK	Non-Returnable Product NDC

AKORN CONSUMER HEALTH
Returned Goods Policy Customer Letter Effective
January 15, 2020

“Akorn’s Quality Policy is to preserve and improve patient health by consistently delivering high quality, safe and effective specialty pharmaceutical products that meet or exceed customer expectations.”

In support of this commitment, and the value placed upon customer satisfaction, Akorn Consumer Health is providing this customer communication regarding the handling, storage and shipment of returned goods. This Return Goods Policy applies to product sold in the U.S. only and is not applicable to Private Label Products. Should you need to return goods, please request return authorizations from our selected returns processor: **Qualanex, LLC**. Akorn will accept returns only from customers who have purchased products directly from Akorn.

AKORN CONSUMER HEALTH BRANDS INCLUDE:

Thera Tears	Diabetic Tussin	Zostrix
Multi-Betic Vitamins	MagOx	Uro-Mag
Type You Diabetic Care	Maginex	

PROCEDURE FOR RETURNING GOODS

AUTHORIZATION:

A Returned Goods Authorization form (RGA) is required for:

- RETURN OF GOODS
- DONATION OF GOODS
- DESTRUCTION OF GOODS
- HAZARDOUS WASTE PROGRAM – Products to be disposed of at store level through a hazardous waste program where products must be transported from retail locations by a licensed hazardous waste company.

Akorn requires that all Return/destruction/product donation requests be made through our selected returns processor: **Qualanex, LLC**. Return Authorizations/Destroy & Deduct credit requests can be made by accessing the Qualanex website at: www.Qualanex.com, or contact the Qualanex Customer Service Department at (800) 505- 9291, email to: customerservice@qualanex.com, or Fax at: (847) 775-7258. All return goods must have prior authorization. Authorization number must be displayed on the shipping carton and are valid for 30 days from date of issuance.

Returned Goods Authorizations must contain the following information:

- Customer Name, Address, Telephone and Fax Numbers
- Contact Name and Email
- Product Name, NDC number, Lot number, Expiration Date and quantity to be returned
- Debit memo, PO or Reference number
- Reason for Return

If approved, a Return Goods Authorization will be provided via fax or email. Qualanex will provide complete shipping instructions with the form. This form must accompany all returns. If a return shipment has multiple boxes, photocopy the RGA and place one in each box.

PRODUCTS THAT MAY BE RETURNED FOR CREDIT:

All returned products must be in complete and unadulterated original packaging.

- **Expired Product**
- Expired product within 6 months expiration and/or 30 days before expiration should be returned to Qualanex, LLC.
- **Discontinued or Recalled** product
- **Damaged product** during shipment by Akorn (see below)
- **Product shipped as a result of Akorn error** (Please contact Akorn directly for instructions via email to: returns@akorn.com or contact Akorn Customer Service at (800)932-5676

PRODUCTS THAT MAY NOT BE RETURNED FOR CREDIT:

- Products not purchased directly from Akorn.
- Samples: Products distributed as samples or as freegoods.
- Non-Returnable Products: Products sold expressly on a non-returnable basis.
- Products purchased indirectly must be returned to the authorized Wholesaler of Distributor through which the original purchase was made.
- Partial products: returned merchandise must be in full unopened cases and shipped in compliance with product labeling storage requirements.
- Repackaged Product/ Over-Labeled Products: Products that have been repackaged or products not in their original container.
- Products dispensed and used, that have been opened for use are not eligible for credit.
- Insured/Insurable Product: Product that has been involved with an insurable loss (fire, smoke, water damage, bankruptcy, fire sales) will not be eligible for credit without regard to whether coverage was in place or the claim is under investigation or has been rejected.
- Customer Caused Damage: Products damaged subsequent to delivery by the common carrier, including product damaged due to improper storage/handling.
- Unlabeled / defaced products
- Purchased /distributed contrary to law or internationally distributed
- Private Label Products (Unless authorized by Akorn Consumer Health)

AKORN CONSUMER HEALTH PRIVATE LABEL PRODUCTS:

AKORN CONSUMER HEALTH PRIVATE LABEL PRODUCTS are made to order and are not eligible for return or credit except for products shipped in error by Akorn or damaged in transit from Akorn.

DAMAGED PRODUCT RECEIVED/RECEIVED IN ERROR:

Products shipped in error by Akorn or products damaged in transit (accompanied by a signed BOL noting damage) must be reported to Akorn within 2 working days of product receipt and must be returned within 15 days of receipt. These claims must be made through Akorn's Returns Department via email at: returns@akorn.com or contact Akorn's Customer Service Department at (800) 932-5676. Photographic evidence of the damage must be provided with the initial claim. Customers must acquire a RGA from Akorn's Returned Goods Department prior to shipping the damaged material. Akorn RGA are valid for 15 days from date of issue. Credit for products shipped in error by Akorn or products damaged in transit (accompanied by a signed BOL noting damage) will be credited at the calculated net purchase price.

Credit for returned goods remains in accordance with Akorn's current credit policy. Please contact our Customer Service Department at (800) 932-5676 with any questions regarding the above.

TRANSPORTATION AND CHARGES:

Shipping charges will be prepaid by customer except when error is due to Akorn in which case Akorn will reimburse Customer for ground shipping only. It is recommended that customers insure all return goods shipments. Akorn is not responsible for shipments lost in transit. It is the customer's responsibility to ship product in accordance with local, state and federal regulations.

3rd PARTY PROCESSORS:

Akorn is not responsible for product returned through 3rd Party Processing companies. 3rd Party Processing fees are not reimbursable. 3rd Party Processors must return Akorn product to Qualanex, LLC. Akorn does not accept consolidated or batched returns from multiple facilities or customers on one debit memo.

TERMS OF RETURN POLICY:

Returns will be credited at the calculated net purchase price or net current price, whichever is lower. Akorn requests customers to delay payment deductions for a period of **5** weeks after initial request. Products are subject to a 20% processing charge if return is not due to Akorn shipment error. Returned Goods authorization (RGA) numbers are valid for only 30 days from date of issue.

All returns are subject to review by Akorn. Issuance of RGA Number does not guarantee credit. Credit issuance is dependent on confirmed receipt/review of returned goods. Returns received with outdated/invalid authorizations will be handled as unauthorized returns and destroyed without credit. We appreciate the opportunity to serve your needs.