

Effective June 1, 2022

Return Goods Policy

Returnable Items:

- Products must be in the original sealed, unadulterated Ajanta Pharma USA Inc. (Ajanta) labeled package as distributed under the labeler code 27241.
- Ajanta will accept product up to six (6) months before expiration date and up to twelve (12) months after the expiration date.
- In the event expiration date on product package is in month/year format, said date would be the last day of stated month.
- Items Shipped as a result of an Ajanta error.
- Items damaged in transit, provided Ajanta is notified within ten (10) days of receipt of product. Supporting documentation must accompany the claim and validation is at Ajanta's discretion.
- Overages must be returned within thirty (30) days from date of receipt.
- All returns are subject to approval by Ajanta.

Non-Returnable Items:

- Repackaged goods, partials, short-dated items sold as non-returnable, or free goods.
- Concealed damage claims made after ten (10) days of receipt.
- Overstock unless agreed upon in writing by Ajanta.
- Items for which proof of purchase cannot be verified.
- Products sold, purchased or distributed contrary to federal, state or local law.
- Products damaged due to insurable causes including, but not limited to, natural disasters, fires, or floods, or if damaged or deteriorated due to improper handling or storage conditions.
- Product involved with a distress or bankruptcy sale.
- Products returned without prior authorization and Returned Merchandise Authorization (RMA) number and form.

Returns Process:

- Ajanta Pharma USA, Inc requires that all returns be approved by an authorized Ajanta Pharma representative. Please request Return Authorizations, via telephone at 1-866-770-3029 or email to Product Returns productreturns@ajantapharma.com. All returns require prior Ajanta Pharma approval and will only accept returns from purchasers who have direct /indirect contracts with Ajanta Pharma USA, Inc.
- After receiving a complete RMA, please ship the product to the address listed on the RMA.
- A valid RMA number must accompany all returns for proper credit. An RMA number is valid for 90 days from issuance
- Customer will be responsible for all transportation charges for all returned goods. Ajanta will be responsible for transportation charges in the event of a shipping error.
- Use only one debit memo number per return shipment. An RMA and a copy of the debit memo must be included in each box if multiple boxes are being returned.
- Ajanta cannot be responsible for shipments lost in transit.

Credit Process:

- Credit will be calculated at the lower of the original invoice price, current contract price or prevailing published list price less any product discounts or fees.
- For customers returning non-contract product purchased indirectly, credit will be given at a calculated average contract price or prevailing list price.
- All credits that are not redeemed within one (1) year (365 days) of issuance shall be null and void.
- Returns will not be permitted in excess of 2% of customer's total net purchase during a twelve (12) month period.
- Ajanta is not responsible for any other additional fees from its customers using a third-party processor.
- No Credit: Expired returns with a returnable value of \$5.00 or less in value.
- Customers are prohibited from deducting based on debit memos amounts from future payments without prior approval of such transaction from Ajanta.
- Ajanta reserves the right to make the final determination.

Disclaimers:

- Ajanta does not pay or reimburse fees incurred for the processing of or destruction of products through a third party returns processing company.
- Returned products that do not qualify for credit or reimbursement will be destroyed and not returned back to the customer.
- Ajanta acceptance of damaged, broken, wet, and/or leaking shipping containers damaged before or during shipment shall in no way obligate Ajanta to reimburse the customer for the returned goods.
- Ajanta reserves the right to amend its return goods policy at any time.