



## UNITED STATES RETURN GOODS POLICY

This U.S. Return Goods Policy is effective as of **October 12, 2020**, and applies only to the following Alexion products:

Product	NDC Number(s)
Soliris® (eculizumab)	25682-0001-01
Ultomiris® (ravulizumab-cwvz)	25682-0022-01 25862-0025-01 25862-0028-01
Kanuma® (sebelipase alfa)	25682-0007-01

### Return Process

- Contact the Alexion Customer Operations Department at 1-888-765-4747 to request a return authorization number. Alexion will not accept product returns or issue credit without prior authorization.
- If return pursuant to this policy is warranted, Alexion will issue an authorization number and a return kit. All interactions relating to the return must refer to the Alexion return authorization number.
- Unless otherwise directed by Alexion's Customer Operations Department, returns must be sent to Alexion's return handling agent, in the kit provided by Alexion. Alexion will not pay fees or issue credit for costs associated with third party return processors or any cost to customers to ship return products. Distributors, pharmacies and wholesalers may not authorize or accept returns on Alexion's behalf.
- To the extent that it is feasible to do so, the return must include the original product packaging, including any remaining or unused medication. If the original packaging and/or medication is unavailable, Alexion may require additional information in lieu of a physical return, such as a customer attestation or photographs of broken product.
- Unless otherwise specified in this Policy, the customer must contact the Alexion Customer Operations Department within 90 days of the event that triggers the return.
- Alexion will only issue credit to direct purchase customers or to the customer's authorized distributor of record (as applicable) upon receipt of the return or additional information in lieu of a physical return. Credits will be limited to the amount of the original invoice net of any discounts.

## Eligibility

- Alexion will provide a credit in the following situations:
  - The product is recalled or discontinued.
  - The product is shipped to the customer in error.
  - The product is shipped to the customer in conditions that exceeded Alexion's cold chain standards (as applicable), or the product was otherwise damaged while in transit to customer.
  - The product has a remaining shelf life of less than one month, as measured from the product expiration date printed on the product packaging, provided that the customer contacts the Alexion Customer Service Department within three months after the expiration date.
- In addition, Alexion may provide a credit in the following situations:
  - The product is the subject of a product quality complaint or investigation.
  - The product is damaged through customer mishandling, provided that the customer contacts the Alexion Customer Operations Department within ten (10) business days of the mishandling.
  - The product is damaged through failure to store it in accordance with the storage requirements set out in the product labeling.
  - The product is damaged by a catastrophe such as fire, smoke, an act of terrorism, flood, power outage, refrigerator failure, etc., but only to the extent that the cost of the product is not covered by insurance.
  - The product is mixed for infusion for a specific patient, but then is not administered due to circumstances beyond the customer's control, provided that the customer contacts the Alexion Customer Operations Department within ten (10) business days after the product is mixed for infusion.
  - The product is incorrectly mixed for infusion, provided that the customer contacts the Alexion Customer Operations Department within ten (10) business days after the product is incorrectly mixed for infusion.
  - The product is purchased for a specific patient who does not start therapy or has discontinued use of the product.
- Alexion will not provide a credit in the following situations, even if Alexion authorized the return of the product:
  - The product was not purchased directly from Alexion or its authorized distributors.
  - If any portion of the product was administered to a patient.
  - The product is eligible for reimbursement.
  - The customer received the product free of charge.

- Alexion has previously identified the product as non-returnable, by contract or notice.

### **Additional Terms**

- The Policy applies only to products shipped to customers in the United States.
- All returns must be made in accordance with applicable federal and state laws and regulations.
- Alexion reserves the right to destroy all returned products without further recourse to the customer.
- Alexion may, at its own discretion, accept returns and provide credit on a case-by-case exception basis in the event of extraordinary, non-recurring circumstances.
- Alexion may decline to provide a credit under this Policy in the event that Alexion determines, in its sole discretion, that a customer is attempting to misuse the Policy and/or is misrepresenting the reasons for seeking a credit.
- This Policy supersedes all previous Alexion return goods policies for these products in the United States. Alexion reserves the right to modify this Policy at its sole discretion at any time, without prior notice.