

## VGYAAN PHARMACEUTICALS LLC RETURN GOODS POLICY

Effective Date: January 01, 2024

### A. AUTHORIZATION:

1. PRIOR AUTHORIZATION IS REQUIRED FOR ALL RETURNS.

Request for Return Authorizations (box labels) from Inmar, Inc. (“Inmar”) can be made by any of the below methods:

- a. Accessing the Inmar website at <https://hrm.reskureturns.com> (you will need to upload a PDF copy of your debit memo);
- b. E-mail your debit memo to [rarequest@inmar.com](mailto:rarequest@inmar.com). Be sure to include NDC#, lot# and expiration dates assigned to each item; or
- c. Fax your debit memo to Inmar at 817-868-5343.

2. VGYAAN Pharmaceuticals LLC (“VGYAAN”) reserves the right to destroy, as having no value, any product returned without proper authorization.

### B. RETURNABLE ITEMS: In order to be returnable, a product must meet all of the following requirements:

1. Products must be full bottles/kits only and within the following expiry timeframe:

**SIX (6) MONTHS PRIOR TO EXPIRATION DATE**  
**UP TO TWELVE (12) MONTHS PAST EXPIRATION DATE**

2. Products must be VGYAAN label products. Only full bottles/kits are returnable.
3. Only the original purchaser may return products.
4. Products must be in original sealed containers.

### C. NON- RETURNABLE ITEMS: All products not specifically identified in Paragraph B above are non-returnable items. The following list of non-returnable items is for example only and shall not be construed as an all-inclusive list.

1. Unauthorized product returns;
2. Partial bottle returns regardless of expiration date, unless mandated by state law;
3. Products which have deteriorated because of inherent characteristics or as a result of improper storage;
4. Products damaged by fire, smoke, water or other influences beyond VGYAAN’s control;
5. Products in unsalable condition due to broken seals, soiled packages, or with price marked labels;
6. Products involved in sacrifice, fire, or bankruptcy sales;
7. Products sold on a non-returnable basis;

8. Adulterated products;
9. Package sizes of product greater than one thousand (1,000); and
10. No credit will be issued to wholesalers/distributors that do not purchase VGYAAN products directly from VGYAAN.

#### **D. DAMAGED PRODUCT AND CONCEALED SHORTAGES:**

1. All claims for items damaged in transit, either concealed or otherwise, must be submitted to VGYAAN along with a copy of the carrier notification, within ninety (90) days of VGYAAN's invoice date.
2. All claims for concealed shortages must be submitted in writing within ninety (90) days of VGYAAN's invoice date to be eligible for credit.

#### **E. TRANSPORTATION CHARGES:**

All return shipments must be sent freight prepaid to:

Inmar Rx Solutions, Inc.  
3845 Grand Lakes Way  
Suite 125  
Grand Prairie, Texas 75050

Or such other location designated by VGYAAN in writing.

#### **F. TERMS:**

VGYAAN will value properly returned goods purchased directly from VGYAAN at the current price or the purchase price, whichever is lower, as of the return date.

#### **G. COMPANY DISCLAIMER:**

VGYAAN, at its sole discretion, reserves the right to destroy products as having no value when deemed unfit for sale whether they are returned with or without approval.

#### **H. ADDITIONAL COMMENTS:**

VGYAAN reserves the right to disallow claims for outdated product where the aggregate return value by the customer during the twelve (12) month period immediately preceding the requested return is in excess of one percent (1%) of total aggregate purchases by such customer during the same twelve (12) month period. Please allow four (4) to six (6) weeks for a return to be processed.