

RETURN GOODS POLICY

Effective July 1, 2021

VGYAAN Pharmaceuticals LLC (“VGYAAN”) requires all returns to be authorized and accompanied by a Return Authorization. All returns are subject to prior approval by VGYAAN.

RETURN AUTHORIZATION:

- Prior authorization from VGYAAN is required for all returns.
- Please request Return Authorizations through VGYAAN’s customer service department at 855-247-1334, 855-257-0285 fax, or send an email to VgyaanCS@eversana.com.
- All Return Authorization requests must contain the following:
 - Account Name, Address and DEA Number
 - Wholesaler Name, Address and DEA Number (if applicable)
 - Name of item(s), NDC #(s), Quantity, Lot Number(s) and Expiration Date(s)
 - Reason for Return
 - Debit Memo Number
 - Requested Return Value

RETURNABLE ITEMS:

- VGYAAN will only accept returns from customers who have purchased the products directly from VGYAAN.
- Products with less than six (6) months remaining shelf life that are not more than twelve (12) months past expiration date and have a VALID VGYAAN lot number and expiry date.
- Product must be in original, unaltered container, trade package.
- Product involved in a Recall.
- Products received in error or damaged in transit (accompanied by signed bill of lading noting damage) if reported to VGYAAN customer service department within ten (10) working days of receipt and returned to VGYAAN within twenty five (25) days of receipt.

NON-RETURNABLE ITEMS:

- Products damaged due to improper storage, handling, fire or catastrophe.
- Products involved in salvage, bankruptcy or insolvency proceedings.
- Private label, repackaged products or products not in the original container.
- Products with lot number or expiration date missing, covered, removed or unreadable.
- Products which are more than twelve (12) months past the expiration date.
- Products discontinued for more than twelve (12) months.
- Product for which proof of purchase cannot be verified.
- If product is returned without Return Authorization, it will be rejected and returned to the customer at their expense.
- Returns received in excess of ninety (90) days from date of Return Authorization.

- Products received with concealed damages not reported within ten (10) days.
- Products provided free of charge.
- Items purchased at a special price or a reduced cost as part of a onetime buy-in offer.
- Products returned outside of this policy will not receive credit.

PROCEDURE FOR RETURNING ITEMS:

- All returns must meet the criteria of this Return Goods Policy.
- To obtain instructions for returns, contact the VGYAAN Customer Service department at 855-247-1334, 855-257-0285 fax, or send an email to VgyaanCS@eversana.com.
- Once the Return Goods Authorization (RGA) Number is provided, product should be returned to the following address:

Eversana
c/o VGYAAN
4580 Mendenhall Road
Memphis, TN 38141

- VGYAAN recognizes Eversana as the only authorized return facility. VGYAAN will not assume any responsibility for charges incurred for any product returned to a facility other than Eversana.
- Each box must contain a packing list with your account information and your debit memo number clearly designated.
 - Use only one debit memo number per return shipment.
 - If a return shipment consists of multiple boxes, photocopy your paperwork with the debit memo number and place in each box.
- It is suggested that the return be insured by the customer and records kept. VGYAAN cannot be held responsible for shipments lost in transit to Eversana.

TRANSPORTATION CHARGES:

- Transportation charges for all returned merchandise are the responsibility of the party returning the product except when due to an error on the part of VGYAAN, as determined by VGYAAN.

TERMS OF RETURN POLICY:

- A valid Return Goods Authorization (RGA) Number must accompany all returns for proper credit.
 - RGA Numbers are valid for 90 days from issuance. Expired RGA Numbers will be considered invalid, and no credit will be issued.
 - All products must be returned to VGYAAN or their agent within 90 days to receive credit. Products that have been destroyed by customers or their agents will not receive credit.

- Product must be in original, unopened, unaltered container to receive full credit.
- Partial returns are not allowed with the exception of customers located in mandated states that require product to be accepted.
- Reimbursement price will be based on the lower of the original purchase price, current price, or contract price.
- Product must be returned by the customer who purchased the product from VGYAAN. Credit will be issued to direct accounts.
- Returned products will be verified by VGYAAN and the final credit will be calculated based upon VGYAAN count.
- VGYAAN will not reimburse fees due to processing third party returns, destruction charges, shipping costs or processing.
- All returns are subject to review by VGYAAN. Issuance of RGA number does not guarantee credit. Credit issuance is dependent upon confirmed receipt/review of return goods. Unauthorized return goods will be destroyed, and credit will not be issued.

PRODUCT RECALL

If a product recall occurs, only VGYAAN authorized recalls will be eligible for return of product subject to specific terms of the recall notification and requested return actions. The issuance of credit or product replacement is at the discretion of VGYAAN.

DISCLAIMERS:

- VGYAAN may, at its discretion, make exceptions to the Return Goods Policy based upon extenuating circumstances.
- VGYAAN reserves the right to impose a handling fee on all returned goods.

This Return Goods Policy is subject to change at any time without prior notice.