SPECTRUM PHARMACEUTICALS *Turning Insights into Hope*

Spectrum Pharmaceuticals
KIT AUGMENTATION AND RETURNED GOODS POLICY

PRODUCTS ELIGIBLE FOR RETURN IN ACCORDANCE WITH THE FOLLOWING POLICY:

Spectrum Pharmaceuticals, Inc. (SPPI) may issue authorization for return of unopened product (no partial boxes) if one or more of the following conditions are met:

- **The Product was received in damaged, non-useable condition –** Products received damaged must be reported within seven (7) days of receipt, in order to receive full credit. If product is received damaged, please have the Transportation Company or Carrier note "damaged" or "broken" on the freight bill. All damaged product shall be held for inspection by the insurer, the carrier, or SPPI's designated representative and for subsequent disposition instruction.

- **Expired product may be returned for credit, if approved by SPPI –** In-date product is not eligible for return for credit. Expired product may be returned for credit and must be received within six (6) months after the expiration date. Expired product approved by SPPI for return must be shipped freight prepaid.

- **Received by a customer in error** – Product shipped in error may be retained by customer and standard terms extended in thirty (30) day increments upon approval by SPPI.

- **Cancellations** – Upon SPPI approval, full credit may be given for radiolabeled product if the patient was unable to receive ZEVALIN® therapy. The treating location is required to notify the radiolabeling pharmacy as soon as it is know the patient will not receive therapy. The radiolabeling pharmacy is required to contact Zevalin Support Services at 866-298-8433, Option 1 to cancel the order and request credit approval.

- **Unused kit components** (individual boxes) – Incomplete kits may be retained. A reorder of the used portion of the kit (individual boxes) and required isotope may be permitted to complete the ZEVALIN kit.

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Cont.

To obtain authorization to return product and/or receive credit, please call 866-298-8433 Option #1 with the following information:

Product Name	Quantity for Each Product	Lot Numbers
Unit Price	Purchase Order Number	Reason For Return
Billing Address	Shipping Address	Contact Information

Our Returns Department will provide a Returned Goods Authorization Number (RGA#) for those items approved for credit. All returns must have an RGA number **clearly** marked on the outside parcel, including shipping and debit memo documentation, and be returned with any goods. **No product will be accepted for return without an RGA number.** All product involved in a complaint is subject to recall and will be required to be returned to SPPI for evaluation and testing. All returns are subject to SPPI approval.

Unauthorized returns will be destroyed and not reimbursed. SPPI reserves the right to inspect all authorized returns prior to issuing credit and to destroy products deemed unfit for sale whether or not they are eligible for credit.

<u>Products Not Eligible for Return</u>

1. Product involved in fire, sacrifice or bankruptcy sale; or items that have been damaged due to conditions beyond the control of the manufacturer, such as improper storage, heat, cold, water, smoke, fire or negligence.
2. Product not properly stored as outlined by the FDA approved product package insert.
3. Product has been discontinued by SPPI.
4. Product has been opened (partial boxes or individual vials).
5. Product has been provided as free goods.
6. Product returned by other than the purchaser.
7. Product sold with the specific understanding that the product is non-returnable.
8. Product originally sold through other than normal domestic channels of distribution.
9. Product has been repackaged or in other than SPPI containers/packages.

This is the updated and revised policy for the return of Prescription products manufactured and distributed by the SPPI. This statement of policy shall supersede and/or serve as notice of termination of any previous agreement or policy whether written oral or established through course dealing between you and SPPI with respect to the subject matter hereof.

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Customer Return Instruction (printed on SPPI invoice)

THANK YOU FOR YOUR ORDER.
INSPECT YOUR ORDER IMMEDIATELY UPON RECEIPT.
PLEASE RETAIN ALL BOXES AND PACKAGING MATERIAL UNTIL THE ORDER HAS BEEN INSPECTED.

All returned products require a returned goods authorization (RGA) number issued by Zevalin Support Services, 866-298-8433 Option 1, **prior to** Product being returned to SPPI for processing. Product returned without a RGA will be ineligible for credit.

Once the customer receives a return authorization form, they must complete and sign the form and enclose it with the shipment within seven (7) days of receipt. RGA number MUST be clearly identified on the shipment returned to SPPI. It is recommended that the customer retain a copy for their records. It is the customer's responsibility for cost of return shipping. Orders may be cancelled prior to shipment of Product at no penalty.

Ship unopened product to:
Spectrum Pharmaceuticals. Inc.
420 International Blvd., Suite 500
Brooks, KY 40109

**** DO NOT SEND PRODUCT TO INVOICE REMITTANCE ADDRESS ****

Credits will be issued after the merchandise has been received and inspected and all conditions of RGA have been met. All other returns require SPPI management approval. Please contact customer service to initiate all inquiries.