

EVUSHELD
RETURN GOODS POLICY
Effective as of June 01, 2022

PRODUCTS ELIGIBLE FOR RETURN

- This Policy applies only to batches of EVUSHELD that have been sold directly by AstraZeneca to the United States Government.
- For EVUSHELD only, product must be expired before return and returned within six (6) months of expiration.

PROCEDURE FOR RETURNING GOODS

- AstraZeneca's approved return goods provider is Qualanex, LLC ("Return Goods Processor").
- All expired return product must be sent to Qualanex, Libertyville, IL. (1-800-505-9291), expired product sent to Qualanex will only be received **Monday through Friday (except holidays)**.
- All product eligible for return must be returned to Qualanex, at the following address and in accordance with Qualanex procedures:

AstraZeneca
C/O Qualanex, LLC
1410 Harris Road Libertyville, IL 60048
(800) 505-9291

- AstraZeneca requires that a Return Authorization (RA) must be obtained prior to shipping return goods.
- Once a RA is issued, products must be promptly returned to Qualanex within twenty (20) business days.
- Expired Return Authorizations can be obtained by accessing the Qualanex website at: www.qualanex.com and emailed to customerservice@qualanex.com, fax at 1-847-775-7258 or telephone at 1-800-505-9291.
- All returns require a Returns Authorization.
- The Returns Authorization must include the following information about the originating customer:
 - Originating customer name address, phone and fax number
 - Contact name and email address
 - Product NDC#, lot #, expiration date, and quantity
 - DEA number or other unique identifier (340B, HIN) of the originating customer initiating the return
 - All returns must be physically segregated by origination customer (e.g., placed into a unique bag or box)
 - Reason for return
- All product listed on the RA must be shipped at the same time.

SHIPPING

- All eligible products shipped to Return Goods Processor are to be shipped in a safe, secure, and reliable manner, and in compliance with all applicable federal, state, and local laws, rules and regulations.
- Shipping charges for all shipments to Return Goods Processor are to be prepaid by Returner or Returner's customer. Neither AstraZeneca nor the United States Government is obligated to pay for charges incurred by Returner or Returner's customer for return goods processing.

- Shipments sent COD (collect on delivery) will be refused by Return Goods Processor.
- Broken product containers/bottles, without product present, are NOT to be shipped to Return Goods Processor. If any are shipped to Return Goods Processor, they will be disposed of and will not be reported as a return.

PRODUCTS NOT ELIGIBLE FOR RETURN

The following products are not eligible for return:

- Product that is not out-of-date (see “Products Eligible for Return”).
- Product that is not in original container.
- Product that is over packed.
- Empty containers and/or containers with crushed or damaged product.
- Product in which the lot number and/or expiration date is missing, illegible, covered, and/or otherwise unreadable on original container.
- Product obtained illegally or via diverted means.
- Products damaged by fire, smoke, heat, or water resulting from fire or other insurable hazards are not returnable under this Policy.
- Distress merchandise, such as items purchased from bankruptcy sales, going-out-of-business sales, fire sales, or other merchandise generally considered under the classification “distress merchandise” is not returnable under this Policy.

ASTRAZENECA'S DISCLAIMERS

- AstraZeneca is not responsible for shipments lost and/or damaged in transit. It is recommended that all Returners and/or their customers insure return goods shipments.
- Pharmaceutical Sales Specialists and/or other Sales personnel of AstraZeneca are not authorized to accept Return Goods.
- AstraZeneca can modify this policy at any time upon written notice.