Genentech
A Member of the Roche Group

GENENTECH USA, Inc. RETURN GOODS POLICY

Effective Date: March 17, 2023

Welcome to Genentech's Return Goods Policy. Our policy is rooted in patient safety. Genentech wants to ensure products arrive safely, work as indicated, are administered properly and before they expire. Genentech USA, Inc. (e.g. "Genentech") has multiple product return programs for our customers and patients:

This document is focused on expired returns. If your product is damaged, you have a quality issue or your product is spoiled, please go here or read below to learn more.

DAMAGE AND TEMPERATURE EXCURSION

Product purchased directly from Genentech that are damaged in transit or for which a temperature tag has been triggered, signaling a compromise in temperature during shipment, shall be immediately reported to Genentech Customer Service by calling at 1-800-551-2231.

PRODUCT QUALITY COMPLAINTS

Genentech will issue replacements for defective products and instances in which there is a product quality issue. Please contact Genentech's Quality Department at (800) 334-0290 for more information.

SPOILAGE

For spoiled products, please visit genentechdirect.com/returns to fill out an online request form for product replacement.

EXPIRED RETURNS

Expiration date begins on the last day of the month listed on the product's outer packaging.

PRODUCTS ELIGIBLE FOR RETURN CREDIT OR REPLACEMENT

- This Return Goods Policy is applicable to all products distributed by Genentech except as noted otherwise.
- Product returned between two (2) months prior and six (6) months past the product's expiration date. The first qualifying day of expiration is the last day of the month listed on the product's outer packaging.
- Unless noted otherwise, expired product is only eligible for credit or replacement if it is in its original unopened packaging and bearing its original label.
- Lucentis (Ranibizumab) Pre-filled Syringe (PFS):

- Product can be returned without the original carton.
- If product is returned without the original carton, it must be returned in a sealed Tyvek tray bearing the NDC # 50242008203 for Lucentis 0.3 PFS and 50242008003 for Lucentis 0.5 PFS, Lot#, and Expiration date.

- Actemra (Tocilizumab) 400mg/20mL (NDC 50242-137-01) with the dark blue colored vial cap

Actemra 400 mg/20 mL (NDC 50242-137-01) with the dark blue colored vial cap is eligible for credit starting on the product's expiration date and ending 6 months after the product's expiration date.	Eligible lots include 3378172, 3378176, and 3378179.

- Xofluza (baloxavir marboxil) is eligible for early return:
  - Two NDCs of XOFLUZA expiring by or before August 31, 2023 are eligible for return starting March 15, 2023.
    - NDC 50242-860-01 Xofluza 40 mg per tablet, total dose of 40mg (1x40mg tablet)
    - NDC 50242-877-01 Xofluza 80mg per tablet, total dose of 80mg (1x80mg tablet)

- Components of SUSVIMO (ranibizumab injection) supplied for the Initial Fill and Implant Insertion procedure SUSVIMO Initial fill needle kit (NDC 50242-078-55) and Ocular Implant & Insertion Tool Assembly are eligible for early return for the following circumstances:

For the SUSVIMO Initial fill needle kit (NDC 50242-078-55), which contains one SUSVIMO 100 mg/mL single-dose glass vial and one SUSVIMO initial fill needle (34-gauge needle with a 5 µm integrated filter) with a blue cap, and the Ocular Implant & Insertion Tool Assembly for use with SUSVIMO 100 mg/mL, which contains one carrier with implant and one insertion tool, purchased by a healthcare provider as a backup for an individual procedure that is no longer needed for that patient and there are no other patients that can use the product.

The SUSVIMO Initial fill needle kit (NDC 50242-078-55) and Ocular Implant & Insertion Tool Assembly, purchased for an individual procedure as a backup kit may be returned early for credit through Genentech Direct Returns at www.GenentechDirect.com/Returns.

- Components of expired SUSVIMO (ranibizumab injection) supplied for the Initial Fill and Implant Insertion procedure and the Refill-exchange procedure can be returned separately for credit:

For the SUSVIMO Initial fill needle kit (NDC 50242-078-55), which contains one SUSVIMO 100 mg/mL single-dose glass vial and one SUSVIMO initial fill needle (34-gauge needle with a 5 µm integrated filter) with a blue cap, and the Ocular Implant & Insertion Tool Assembly for use with SUSVIMO 100 mg/mL, which contains one carrier with implant and one insertion tool, can be returned separately according to the expiration date printed on their respective cartons.

For the SUSVIMO carton (NDC 50242-078-12) containing a single-dose vial designed to deliver 0.1 mL of 10 mg/ 0.1 mL ranibizumab solution, can be returned by itself for credit within the window in Product Eligible for Return	The SUSVIMO Refill Needle containing one SUSVIMO refill needle (34-gauge vented needle with a 5 µm integrated filter) with a clear cap, cannot be returned for credit.

PRODUCTS NOT ELIGIBLE FOR RETURN CREDIT OR REPLACEMENT

- Product received by Genentech's designated returns vendor greater than two (2) months prior to or greater than six (6) months after the product's expiration date.
- The lot number and/or expiration date is missing, illegible, or covered on the original unopened packaging, and/or with a prescription label attached, unless an exception is noted.
- Is not in its original unopened packaging and/or not bearing its original label.
- Has been damaged due to improper storage or handling, fire, flood, or catastrophe.
- Has been sold expressly on a non-returnable basis or is provided as free goods, samples, or labeled NFS (Not for Sale).
- Sold in bulk package sizes (over 500 units per bottle).
- Partially open vials or open ampoules unless required by State Law.
- Genentech determines, in its sole discretion, is otherwise adulterated, misbranded, counterfeit and/or obtained illegally or via diverted means.
- Unless otherwise specified by Genentech, Tamiflu product purchased for stockpiling in preparation of a flu pandemic, regardless of whether Tamiflu is purchased directly or from an authorized distributor. This provision applies to all sectors including federal, state, and local governments, public, private, not for profit companies and all other classes of trade.

RETURN GOODS AGENT

Qualanex is the approved return goods vendor for Genentech. Customers returning eligible return goods product do not incur any processing fees or service charges and Genentech will be responsible for the associated costs for return goods processing and product destruction.	Qualanex will accept Genentech return good shipments from other third party return goods processors according to Genentech's return policy. Genentech will not be responsible for the associated cost to ship return goods from any customer or third party to Qualanex. Qualanex may refuse any return goods shipments sent COD (collect on delivery).	**To receive return credit or replacement product, all eligible returns should be shipped pre-paid to Qualanex using a Genentech Return Authorization.** Genentech Return Authorizations can be obtained through Genentech Direct Returns. To get a Genentech Return Authorization, visit genentechdirect.com/returns.

PROCESSING A RETURN - RETURN AUTHORIZATIONS

- To return a product, all return packages must include a Return Authorization from Genentech.
- Return Authorizations can be obtained by filling out the Expired Returns form on Genentech Direct Returns.
- If your facility is contracted with a Third Party Returns Vendor, Return Authorizations may also be obtained through Qualanex. Packages received without a Return Authorization will not be accepted. Please remember to closely follow the instructions on the Return Authorization and print two copies.
    - Place one copy of the Return Authorization in the box with the return and attach the other copy on the outside of the box separate from the shipping label.

- For return instructions please see below and/or visit Genentech Customer Service Online at (www.gene.com/customerservice) or call 1-800-551-2231.

Qualanex requires a printed Return Authorization for any product being returned to their facility. The return address will be on the Return Authorization. Requests for Return Authorizations can be made by accessing Genentech Direct Returns at genentechdirect.com/returns. You will need to upload a Debit Memo document, which is a list of products you are returning, including the NDC, Quantity, and Expiration Date. Instructions on how to create a Return Authorization can be found on the Genentech Direct Returns support webpage.

Genentech will only accept returns shipped to Qualanex. All eligible products shipped to Qualanex shall be shipped in a safe, secure, and reliable manner and in compliance with all applicable federal, state, and local laws, regulations, and statutes. It is the shipper's responsibility to securely package all return goods to prevent breakage during transit and otherwise comply with laws and regulations applicable to the packaging, shipping, and transport of return goods shipments. Genentech is not responsible for shipments lost and/or damaged in transit. Genentech recommends that all customers insure return goods shipments.

Please do **NOT** ship products in Biohazard bags, IV bags, or syringes, as they cannot be processed upon receipt at Qualanex.

Qualanex will audit the quantities of return goods and final return credit will be based on Qualanex's count. Return credit for bottles of tablets will be based on individual tablet count. Return credit will be issued for only the specified amount of the original packaged quantity. For example, if thirty-five (35) tablets are returned in a thirty (30)-count bottle, return credit will only be issued for a maximum of thirty (30) tablets. The quantity of tablets exceeding thirty (30) will be destroyed and no return credit will be issued for such quantity. All products will be issued return credit in an amount at or close to the original purchase price, using the lot number or serial number on the packaging.

Direct-purchasing customers' reimbursement will be issued in the form of a credit or product replacement. Indirect-purchasing customers shall return product following the Genentech Return Goods Process and credit will be issued through their wholesaler. All credit and replacement assignments will be determined by the information provided on the Return Authorization request.

Product shipped for return that are deemed to be outside of this policy will not be returned to the customer or the third-party processor and no return credit or product replacement will be issued by Genentech for said product unless state or local law requires otherwise.

PROCESSING A RETURN FOR ACTIVASE AND TNKASE

Customers will automatically receive credit for all expired products except for hospitals and clinics returning Activase or TNKase, who can self-select credit or replacement on Genentech Direct Returns. Customers that return through a contracted third party return vendor will automatically receive replacement for Activase or TNKase unless the third party return vendor indicates otherwise.

Genentech USA Inc. Return Goods Policy is subject to change at any time and without prior notice to other parties.