



## Return Goods Policy

This return goods policy applies to all Viona labeled pharmaceutical products with a labeler code of 72578. Viona does not pay for fees such as processing charges for returning any product other than recalled product. For customers using other return companies for processing and destruction, Viona will not assume responsibility for any charges incurred.

### Returnable Items Eligible for Reimbursement

- Products received in error or damaged in shipping to consignee (accompanied by a signed bill of lading noting such damage) if reported to Viona Customer Service within ten (10) working days of receipt and returned within 30 days.
- Products within six (6) months of expiration date and up to 12 months after expiration date stated on the package. Products must be sealed, full, unopened, original Viona containers.
- Products with greater than 12 months expiration dating. Prior written approval is required for all returns of all overstocked product. This merchandise will be subject to a 15% restocking fee and credit is not a guarantee.

**Ship To:**

Viona Pharmaceuticals Inc.  
C/o Eversana Life Science Services  
Attn: Returned Goods  
4580 Mendenhall Road  
Memphis, TN 38141

**Contact Details:**

Email [Customerservice@vionausa.com](mailto:Customerservice@vionausa.com) or call 888-304-5022 to receive your RGA number as well as instructions for sending your return. You must include the product and lot level details, along with a copy of your debit memo.



## **Returnable Items Not Eligible for Reimbursement**

- Products with greater than 12 months expiration dating which were returned without an approved Return Goods Authorization Form.
- Product sold on a non-returnable basis, samples, donations or free goods.
- Partial or open bottles, except where required by law.
- Product which has been repackaged, product purchased through a bankruptcy sale, fire sale, distress merchandise, or product not in original container are not eligible for credit. Viona will not credit for product damaged due to insurable causes such as fire, floods or earthquake.
- Products with broken seals, opened, coded, dated, damaged or missing label, or soiled packages.
- Products damaged at customer's warehouse or store, or not stored under proper conditions.
- Products with greater than six (6) months expiration dating or are greater than 12 months past the expiration date.
- Private label products, or products relabeled.
- Return of over stocked product without prior written approval of Viona.
- Merchandise distributed contrary to federal, state or local laws.
- Product not purchased directly from Viona or the customer's authorized distributor / wholesaler.

## **Valuation of Returns**

- Viona will issue credit to direct customers. This credit will be issued at the lowest of either original invoice price of the prevailing contract price on the date the goods are returned to Viona.
- Any indirect customers should return product to the wholesaler they purchased the product from. Viona will make any necessary credits to the wholesaler which purchased from Viona.



## Transportation Charges

- All returns to be prepaid by customer unless product has been shipped in error by Viona.
- Any product shipped collect will be refused and sent back at the customer's expense.

## Miscellaneous

- Customer representatives cannot authorize return of in date product or pick up merchandise.
- Returned products will be promptly evaluated and credit will reflect eligibility and/or ineligibility. All products returned, whether eligible for credit or not, become property of Viona. All products are returned with the understanding that they are subject to final review and evaluation by Viona and will be processed in accordance with the most recent return policy in effect at the time of the return.
- Wholesalers are not authorized to accept returns of Viona products except in the case of mis-shipments or other ordering errors.
- Viona reserves the right to amend this policy at any time.
- Claim merchandise-even exchange or credit will be allowed for loss or damage evident at delivery time if noted on the carrier' delivery receipt and reported to Viona within five (5) business days. Concealed loss or damage must be inspected by carrier within 15 days after delivery and carrier's inspection report must be forwarded to Viona.
- Viona policy strictly prohibits any sales representative or any other employee from giving samples or stock packages to any customer to replace merchandise. All returns must be made according to this return goods policy.

**Effective 10/25/2022**

