

RETURNED GOODS POLICY (Effective May 1, 2026)

SCOPE:

This Return Goods Policy ("Policy") applies to all pharmaceutical products sold by Novadoz Pharmaceuticals ("Novadoz") under labeler code **72205** (collectively, "Product(s)"). All Products must be returned through Novadoz's authorized returns processor, PharmaLink, Inc. ("PharmaLink"), and returns will only be accepted from customers who purchased Product directly from Novadoz or through an authorized wholesaler or distributor. This Policy supersedes all previous return goods policies and may be modified by Novadoz at any time. Novadoz reserves the sole right to determine whether items qualify for return, credit, or refund, and to deny credit for returns that do not comply with these terms and conditions.

RETURNABLE PRODUCT:

Returns will only be accepted for credit under the following conditions:

- Product in its original, unaltered container/trade package with a valid, scannable 2D barcode and legible serial number, NDC, lot number, and expiration date.
- Product with less than six (6) months of remaining shelf life, or up to twelve (12) months past the expiration date.
- Product received in error. Must be reported to Novadoz Customer Service within 48 hours of receipt for return instructions.
- Product received with concealed damage, reported to Novadoz Customer Service within 10 days of receipt.
- Product received visibly damaged, accompanied by a signed Bill of Lading noting the damage and reported to Novadoz Customer Service within 48 hours of receipt.
- Product subject to a manufacturer-initiated recall, per the specific terms of the recall notification.
- Returns are limited to 2% of total annual Product purchases; returns exceeding this threshold will not receive credit.

NON-RETURNABLE PRODUCT:

Novadoz will NOT accept the following for credit or refund:

- Product that is stickered, marked, re-dated, coded, soiled, or adulterated in any way.
- Product damaged or deteriorated due to conditions beyond the control of Novadoz including but not limited to: improper handling, improper storage, heat, fire, smoke, or water.
- Product distributed as free goods, samples, or promotional incentives, or sold as short-dated.
- Product not in its original, sealed container (except partial bottles where required by applicable state law).
- Product involved in distressed, liquidation, fire sale, or bankruptcy proceedings.
- Product outside the eligible return dating window — i.e., Product with six (6) or more months of remaining shelf life, or Product more than twelve (12) months past the expiration date.
- Product not purchased directly from Novadoz or an authorized wholesaler or distributor.
- Product received with concealed damage not reported within 10 days of receipt.
- Product received in error or damaged where: (a) the error or damage was not reported within 48 hours of receipt; (b) reported within the required timeframe but not returned within 30 days; or (c) not accompanied by a signed Bill of Lading noting the damage.
- Overstock product, unless approved by Novadoz in writing.
- Product sold on a non-returnable basis.
- Product purchased or distributed contrary to federal, state, or local laws.
- Returns exceeding 2% of total annual Product purchases.

PROCEDURE FOR RETURNING MERCHANDISE AND RECEIVING CREDIT:

Prior Return Authorization (RA) is required for all returns. To request RA Labels from PharmaLink:

1. Visit <https://www.PharmaLinkinc.com> and select "Manufacturer Authorizations" at the top of the page. (First-time users must register for a new account.)
2. Select "Start a new return" and choose Novadoz from the Manufacturer dropdown. You may either:
 - a. Create Inventory — manually enter each item in the shipment; or
 - b. Upload Debit Memo — upload a file containing the shipment inventory.
3. Complete all required fields listed below. Incomplete submissions will be declined and the Product will not be eligible for credit:
 - a. NDC Number, Product Name, Strength, Lot/Batch Number, Quantity, and Customer Reference Number
 - b. Reason for return
 - c. Authorized Servicing Wholesaler
 - d. Debit Memo Number (one per return shipment), Date, and Amount
 - e. Expiration Date
 - f. Returning Facility information:
 - i. Name, Address, City, State, and Zip Code
 - ii. DEA Registration
 - iii. State License Number
4. Affix the RA Label to the exterior of each return shipment package prior to shipping.
5. Novadoz may request additional information at any time.

For assistance with the return process, contact PharmaLink at:

CustomerSolutions@pharmalinkinc.com

All returns must be received by PharmaLink within sixty (60) days of RA Label issuance. The RA Label must be affixed to the exterior of the box, with a copy of the Customer's Debit Memo enclosed inside each shipment. Returns that do not meet these requirements will be quarantined; if the deficiency cannot be resolved by end of business on the day of receipt, the return will be denied and no credit will be issued.

- Novadoz is not responsible for returns lost during shipment.
- Novadoz representatives are prohibited from picking up or transporting any Products.
- Novadoz is not responsible for any costs associated with Product returned to a facility other than PharmaLink.
- Ship all returns fully insured, freight prepaid, to:

PharmaLink

Receiving Department PLI-NVDZ
8285 Bryan Dairy Road, #160
Largo, FL 33777

ISSUANCE OF CREDIT

- Novadoz will issue a credit memo for all eligible returns. Invoice deductions and advance remittance deductions will not be accepted; any deduction made without an issued Return Authorization Credit is invalid.
- RA Numbers are valid for sixty (60) days from issuance. No credit will be issued on Expired RA's.
- Full Product bottles will receive full credit. When applicable, partial bottles will receive prorated credit based on exact quantity.
- For direct customers, credit will be based on the lower of the original purchase price or the current price.
- For direct customers returning non-contract product purchased indirectly, credit will be issued at a calculated average contract price.
- For third-party customers, credit will be calculated at an average contract price and a credit memo will be issued to the authorized wholesaler or distributor.
- Products that do not qualify for credit will be destroyed and not returned to the customer.
- Credit will not be issued for Product destroyed by the customer prior to return.

- Discrepancies must be raised within 30 days of credit memo issuance by contacting Novadoz Customer Service.
- Novadoz reserves the right to make the final determination on the valuation of any return.
- Novadoz will deduct the value of any return from the sales volume subject to volume rebate.
- Shelf-stock adjustments will not be issued for returned Product unless it was in transit on the date of the adjustment.

TRANSPORTATION CHARGES

- All returns must be shipped via a traceable mode of transportation.
- Proof of return is the customer's responsibility.
- Transportation and insurance charges on all Products returned are the responsibility of the customer, except when the return is due to Novadoz error as determined by Novadoz.

THIRD PARTY RETURN PROCESSING:

All third-party processors must comply with all terms and conditions of this Policy, as well as the following:

- All third-party processors must hold a valid reverse distributor license; a copy of all applicable licenses must be provided to Novadoz prior to handling any Products. Unlicensed processors are not authorized to handle Novadoz Products.
- All Products must be returned to PharmaLink's facility unless Novadoz provides written instructions to the contrary.
- Novadoz will not use a third party's price list to process returns.
- Novadoz will not reimburse any service, handling, or processing fees, or freight charges incurred by the customer or processing agent.