



# Otsuka America Pharmaceutical, Inc.

## RETURNED GOODS POLICY FOR USA AND CANADA Effective May 22, 2009

### PROCEDURE FOR RETURNING GOODS

- A returned goods authorization (RGA) number must be obtained to return an Otsuka America Pharmaceutical, Inc. (OAPI) product. Returns must be accompanied by an itemized RGA form placed in the box. Contact information to obtain a RGA number and form,
  - For BUSULFEX® (busulfan) Injection RGA requests, fax to 615-287-2356 or email [GMB-SPS-RETURNREQUEST@CORDLOGISTICS.COM](mailto:GMB-SPS-RETURNREQUEST@CORDLOGISTICS.COM)
  - For ABILIFY® (aripiprazole), call Bristol-Myers Squibb Customer Service at 1-800-631-5244
  - For all other requests, call 866-687-8521 or fax 866-687-8522
- RGAs are valid for a period of thirty (30) days and OAPI must receive authorized returns within thirty (30) days of the return authorization date.
- Upon receipt of the above information and physical receipt of the product being returned, provided that the return complies with the terms of this policy, OAPI will issue a credit to the purchasing party within 60 days of receipt.

### BASIS FOR CREDIT REIMBURSEMENT

- Credit will be issued on expired products not greater than one (1) year after expiration and on products with dating of six (6) months or less prior to the expiration date.
- Credit for returned product will be issued at current acquisition cost less ten percent (10%).
- Product not purchased either directly from OAPI or from an authorized distributor of record of OAPI will not be accepted for credit.
- Product acquired or purchased outside of the USA /Canada for distribution within North America will not be accepted for credit.
- All products returned, whether eligible for credit or not, become the property of OAPI.
- Credit will not be issued for repackaged product, non legible lot/expiration dated product, or altered original product containers (e.g., bearing a pharmacy label).
- Any credit issued by OAPI pursuant to this policy will be issued to Authorized Distributors of Record (ADR), such as wholesalers, distributors and other direct accounts. Indirect customers, such as retail and hospital pharmacies, will be issued credit memos through their ADR for eligible returned products. Indirect customers must also list their ADR information on the RGA.

### NON-REIMBURSABLE ITEMS

- Items purchased expressly as non-returnable.
- Items in other than the original unopened retail trade packages. This includes, but is not limited to, items in packages marked "professional sample," "professional package," "clinical trial package," or with similar special labels.
- Partial sellable units are not accepted for credit.
- OAPI realizes that some state regulations may vary from our standard policy, and these exceptions may be recognized on a case per case basis.
- Items damaged by negligence, fire, water, smoke, or any other insurable event due to conditions beyond the reasonable control of OAPI, or sacrifice or bankruptcy sales.
- Items for which OAPI cannot verify original proof of purchase.

### OTHER TERMS OF POLICY

- OAPI reserves the right to exclude future products from this policy. In the event that a product is excluded from this policy, a specific returned goods policy will be communicated for that product.
- Buyer to pre-pay all transportation and insurance charges. OAPI is not obligated to pay all or any charges incurred by the buyer in processing or returning goods.
- OAPI reserves the right to refuse returns shipped collect.

Please see accompanying [FULL PRESCRIBING INFORMATION](#) including **Boxed WARNING** for BUSULFEX® (busulfan) Injection.

Please see accompanying [FULL PRESCRIBING INFORMATION](#) including **Boxed WARNING** for ABILIFY® (aripiprazole).

- OAPI is not responsible for lost returns or returns damaged in shipment.
- All products are returned with the understanding that they are subject to final review and evaluation by OAP and will be processed in accordance with the most recent returned goods policy at the time the return is received.
- Otsuka America Pharmaceutical, Inc. reserves the right to modify the Returned Goods Policy at any time.

**All returns for PLETAL<sup>®</sup> (cilostazol) and SAMSCA<sup>™</sup> (tolvaptan) are to be made to:  
OTSUKA AMERICA PHARMACEUTICAL, INC.**

401 Quality Circle  
Harrisburg, PA 17112  
FAX 866-687-8522

**All returns for BUSULFEX<sup>®</sup> (busulfan) Injection are to be made to:  
OTSUKA AMERICA PHARMACEUTICAL, INC.**

15 Ingram Blvd, Suite 100  
LaVergne, TN 37086  
FAX 615-287-2356

**All returns for ABILIFY<sup>®</sup> (aripiprazole) are to adhere to the Bristol-Myers Squibb (BMS) return goods policy. Contact BMS Customer Service at 1-800-631-5244.**

## **OTSUKA AMERICA PHARMACEUTICAL, INC.**

### **Corporate Office:**

**2440 Research Blvd., Suite 250**

**Rockville, Maryland 20850**

Please see accompanying [FULL PRESCRIBING INFORMATION](#) including **Boxed WARNING** for ABILIFY<sup>®</sup> (aripiprazole).

Please see accompanying [FULL PRESCRIBING INFORMATION](#) including **Boxed WARNING** for BUSULFEX<sup>®</sup> (busulfan) Injection.

Please see accompanying [FULL PRESCRIBING INFORMATION](#) including **Boxed WARNING** for PLETAL<sup>®</sup> (cilostazol).

Please see accompanying [FULL PRESCRIBING INFORMATION](#) including **Boxed WARNING** for SAMSCA<sup>™</sup> (tolvaptan).

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