



Product Return and Replacement Policy: Activase[®] and TNKase[®]

Genentech will provide credit or replacement for a product return only if it is authorized and after the actual physical product has been received and identified by Capital Returns, Inc. **Return authorization is required for all returns except those in which replacements are provided for expired products.**

Four conditions are applicable for qualification for the Product Return & Replacement Policy:

- Expired product
- Damaged product
- Overstock
- Wasted product

Returnable Products

Product Returns will be accepted from direct (wholesaler) and non-direct (wholesaler's customers, i.e. pharmacies) accounts under the following conditions:

- Product returned within 2 months prior and 6 months past expiration date
- Product in its original container and bearing its original label

Non-returnable Products

The following products are non-returnable, regardless of expiration date:

- Products damaged by improper storage or handling, fire, flood, or catastrophe
- Repackaged products
- Products that had been sold expressly on a nonreturnable basis
- Products obtained illegally or from an unauthorized source
- Products purchased on the "secondary source" market or from a distributor who is not a direct purchasing account with Genentech
- Partially filled vials
- Products with no lot numbers, expiration dates, or with unreadable labels
- Products in their original containers but with prescription labels attached
- Products that Genentech determines, in its sole discretion, is otherwise adulterated, misbranded, or counterfeit

Procedure for Returning Products

Expired Product

- If you would like a replacement only, no return authorization is required – you may ship the expired product directly to Capital returns at the address provided below.
- If you would like credit for your return, please contact Genentech Customer Service at (800) 551-2231 to obtain a return authorization.
- After receiving a return authorization from a Customer Service representative, enclose a copy of the return authorization with the product you are returning.

- Information required for processing all returns includes contact name, phone number and DEA number of sender, product name, expiration date of each item returned. Please also indicate whether you would prefer to receive credit or replacement; if credit is requested, indicate your wholesaler's name and zip code where applicable.
- Shipping and transportation charges are prepaid by the customer.

Damaged Product or Overstock

- To return damaged product, please contact Genentech Customer Service at (800) 551-2231.
- To return overstock, please contact your Genentech Clinical Specialist to obtain a return authorization and enclose a copy with the product you are returning.

Wasted Product

- Approved circumstances that would qualify a wasted product for this program include:
 - Contraindicated/Misdiagnosed
 - Patient Expired/Coded
 - Delivery System Failure
 - Dropped and Broken
 - Duplicate Reconstitution
 - Admixture Error
 - Physician Preference
 - Patient Transferred
- Please contact your local Genentech Clinical Specialist. You may locate your Specialist by calling Genentech Customer Service at (800) 551-2231.
- Provide your Genentech Clinical Specialist with the following information:
 - Reason for wastage return (acceptable reasons above)
 - Facility address, contact name and phone number
 - Facility license (must be a licensed facility)
 - Number of vials
 - Name of product (Activase or TNKase)
- Your Genentech Clinical Specialist will provide you with a return authorization; Genentech Customer Service will either fax or email you a copy.
- Enclose a copy of the return authorization with the product you are returning. All returning product should be shipped to Capital Returns, Inc. (address below).
- Shipping and transportation charges are prepaid by the customer.

Capital Returns' Address

Capital Returns, Inc.
6101 North 64th Street
Milwaukee, WI 53218
Phone: (800) 950-5479

Additional Information

- Genentech (not Capital Returns) will continue to process credits.
- All products returned, including unauthorized returns, will be destroyed.
- Returns for reasons related to *product quality* (for example, solution is cloudy, etc.) will continue to be processed by Genentech - Please contact Genentech's Quality Department at (800) 334-0290.

- Customers are liable for the product until Capital Returns or Genentech identifies it as an appropriate product return, which may be up to ten business days after receiving the product.
- Products covered by this policy include Activase and TNKase.