



Returning Andexxa® requires authorization and is dependent on the condition of the product

Returnable Products

Product returns will be accepted from direct (specialty distributor) and non-direct (specialty distributor's customers i.e., hospitals, clinics and pharmacies) accounts under the following conditions:

- Product returned within three (3) months prior to and six (6) months past expiration date
- Product in its original, unopened vial and bearing its original label

Non-returnable Products

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

- Products damaged by fire, flood, catastrophe, or improper storage or handling (except as permitted under the Spoiled Product credit requirements)
- Repackaged products
- Products that had been sold expressly on a non-returnable basis
- Products obtained illegally or from an unauthorized source
- Products purchased on the "secondary source" market or from a distributor who does not have a direct purchasing account with Portola
- Products with no lot numbers, expiration dates, or with unreadable labels
- Products that Portola determines, in its sole discretion, are otherwise adulterated, misbranded, or counterfeit

Expired Product

Portola will issue a credit for your return, please contact Portola Customer Service at (866) 916-0571 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, and expiration date of each item returned. Please indicate your distributors name and ZIP code to receive credit. Customers shall receive credit based on the purchase price of the lot number associated with the returned product. Returned product that was purchased through a promotional program or contracted price will be credited at that discounted or contracted price. Credit will be prorated for partial packages based on the number of vials in a box, with the proration never exceeding 100% for each bottle/box.



Shipping and transportation charges are prepaid by the customer

Portola Pharmaceuticals Returns C/O Integrated Commercialization Solutions LLC
420 International Blvd Suite 500, Brooks, KY 40109, USA
Portola Customer Service: (866) 916-0571

Damaged Product or Ordering Error

To return damaged product or ordering errors, please contact Portola Customer Service at (866) 916-0571

Spoiled Product

The Andexxa® Replacement Credit Program provides for replacement credit of vials which are prescribed and prepared for a labeled indication, yet not administered because the patient has expired/coded or refused treatment, subject to certain limitations and conditions set forth by Portola.

Please contact Portola Customer Service at (866) 916-0571 to submit a request for replacement credit of spoiled product or to obtain additional information about the program.

To request replacement credit:

- When Portola medicine prescribed for a labeled indication is spoiled and unable to be administered, the product may be eligible for replacement credit through the Portola Replacement Credit Program.⁽¹⁾
- Contact Portola Customer Service at (866) 916-0571 to obtain the Portola Replacement Credit Program Form
- Complete the Portola Replacement Credit Program Form and fax or scan, and send back to Portola Customer Service Fax at (866) 916-0572 or email to PortolaCS@icsconnect.com within thirty (30) days of the spoilage event
- The request may take up to five (5) business days to review. **If approved by Portola**, further instructions for returning product or completing a Certificate of Destruction will be provided
- The spoiled product or completed Certificate of Destruction [if Portola or ICS has a certificate of destruction] must be received by Portola within sixty (60) days of approval of the spoilage request
- Replacement product credit is issued through your specialty distributor within fifteen (15) business days following receipt of the spoiled product or completed Certificate of Destruction **Important Guidelines:**
- Each instance of replacement credit requires completion of the Replacement Credit Program Form. Replacement credit is on a case-by-case basis at the sole discretion of Portola; please retain all original product packaging for returns processing

(1) Subject to certain limitations and conditions.
January 1, 2019



- Portola does not provide replacement product credit if the spoiled product was prescribed for an off label indication
- Portola does not provide replacement product credit if ANY portion of the product has been administered
- Replacement credit is not available if any amount has been billed to a patient or an insurance claim has been remitted to a payer
- Portola will only issue replacement product credit to licensed facilities
- All replacement credit requests are subject to review by Portola; returned product is subject to analysis
- Requests are subject to certain limitations and conditions. Portola has the right to modify or discontinue the Replacement Credit Program at any time without notice

Please be sure to retain intact vials and all product as they need to be returned to Portola. Unless the vial is broken, all product must be returned. If the vial is broken, a completed Certification of Destruction form is required.

Additional Information

- Portola will process credits through the distributor
- 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 Portola. Please contact Portola's Quality Department at (866) 777-5947, Option 4. Product Complaints.

Customers are liable for the product until ICS Supply Chain Services or Portola identifies it as an appropriate product return, which may be up to ten (10) business days after receiving the product

This Return Goods Policy is subject to change at any time without prior notice.