

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

### **Returnable Products**

Product returns will be accepted from direct (Authorized Distributors of Record, hereinafter referred to as 'Distributor') and indirect (Distributor's customers i.e., hospitals, clinics, and pharmacies) accounts under the following conditions:

- Product must have been purchased directly from Portola or from the Distributor with proof of purchase
- Product returned within one (1) months prior to and six (6) months past expiration date
- Product in its original, unopened container and bearing its original label intact and fully readable including NDC, lot number, and expiration date

### **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
- Partially filled vials, or vials that have been punctured
- 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**

Unless specifically requested, all Andexxa container returns during the eligible return window will be replaced with equivalent Andexxa 200 mg container(s) given quantity of expired product being returned allows.

### **Return Processing**

Before returning a product, the customer must first contact Portola Customer Service to request a return label and shipping instructions at [customerservice@portola.com](mailto:customerservice@portola.com). Once validated, replacement product will be sent to the licensed facility based on the quantity of eligible expired product being returned. The customer is expected to return the expired product as well as a copy of the return authorization in the packaging they received the replacement product, using the provided pre-paid shipping label within ten (10) business days. If expired product equal to the replacement product provided by Portola is not returned within ten (10) business days, the customer will be invoiced for the replacement product.

### **Portola requires the following detail from all Distributors or customers that purchased product and are returning the product pursuant to the product return policy:**

- Distributor/Returning Customer Facility Details: Name, Address, City, State, Zip Code, DEA (If Applicable), and contact information
- Debit Memo Details: Debit Memo Number, Debit Memo Date, Debit Memo Amount
- Product Details: Product Description, Quantity – Full or Partials, NDC number, lot number, and expiration date of each item returned.

For in-direct customers - please indicate your Distributor as well as a copy of the invoice documenting the original purchase.

Return count of container(s) will be performed by either Portola or ICS and will be considered final.

**Shipping address for returned product:**

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

**Return Credits**

Customers requesting reimbursement in the form of a credit shall receive credit based on the lowest selling 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 is issued through your Distributor within fifteen (15) business days following receipt of the spoiled product or completed Certificate of Disposal.

**Damaged Product or Ordering Error**

To return damaged product or ordering errors, please contact Portola Customer Service at [customerservice@portola.com](mailto:customerservice@portola.com).

**Spoiled Product**

The Andexxa® Spoilage Replacement Program provides for replacement product 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.

To obtain additional information about the program and request replacement of spoilage product, please contact Portola Customer Service at [customerservice@portola.com](mailto:customerservice@portola.com)

**Additional criteria for replacement of spoiled product:**

- Product is eligible for replacement product or credit (or in certain circumstances, replacement product only)
- Spoilage applies only to infused or injected Products
- The spoiled product or completed Certificate of Disposal must be received by Portola within thirty (30) days of approval of the spoilage request
- 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 Disposal will be provided
- Replacement product will be provided within five (5) business days following the approval of a Spoilage Replacement claim
- Each instance of spoilage replacement requires submission of a completed Spoilage Replacement Form
- Replacement is on a case-by-case basis at the sole discretion of Portola; please retain all original product packaging for returns processing
- Portola does not provide replacement product or credit if the spoiled product was prescribed for an off label indication

- Portola does not provide replacement product or credit if ANY portion of the product has been administered
- Replacement product or 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 or credit to licensed facilities
- All Spoilage replacement 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 Spoilage Replacement 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 Disposal form is required.**

**Additional Information**

- Portola (not ICS) 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 Portola. Please contact Portola's Quality Department at (866) 777-5947, Option 4. Product Complaints

Customers are liable for the product until ICS or Portola identifies it as an appropriate product return, which may be up to five (5) business days after receiving the product.

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