



glenmark

Key Company Information

Corporate Address

Glenmark Generics Inc., USA
750 Corporate Drive
Mahwah, NJ 07430
Main Phone: 201-684-8000
Main Fax: 201-831-0080
Tax ID# 75-3102019

Key Personnel

Paul Dutra
Executive Vice President, Generics
201-684-8002

Jeff Johnson
Director of Sales
904-607-6726

David Irwin
Director of Sales
908-400-9522

Jolene McGalliard
Director of Sales
661-722-6787

Deborah Oakes
Associate Director of Contracts
201-684-8007

Jessica Cangemi
Associate Director, Sales & Marketing
201-684-8015

Darron Scates
Senior Returns Coordinator
returns@glenmark-generics.com

Stephanie Picca
Senior Customer Service Associate
201-684-8020

Jennifer Tucci
Customer Service Associate
201-684-8036

Krista Formilan
Junior Customer Service Associate
201-684-8037

Ordering Information

Orders should be faxed to 201-831-0086
Minimum order for Pre-paid shipment is \$250.00
Case Pack quantities only
Remit-to address is referenced below:
Glenmark Generics Inc., USA
PO Box 10354
Uniondale, NY 11555-0354



Return Goods Policy

Effective May 3, 2010

Scope:

Glenmark Generics Inc. (labeler code 68462) requires that all products are returned through our authorized returns processor, Inmar Pharmaceutical Services (Inmar/MedTurn). All returnable products should be shipped in a secure package to the following address:

Inmar Pharmaceutical Services
4332 Empire Road
Fort Worth, TX 76155
Phone: 800-967-5952
Fax: 817-868-5343
Email: rarequest@inmar.com

General Guidelines:

All returns should be shipped pre-paid and are subject to final count and verification by Glenmark Generics Inc., USA.

Customers must acquire a Return Authorization (RA) from Inmar's customer service department prior to shipping any returns, or the return will not be eligible for credit. When contacting Inmar customer service to acquire a RA, please ensure all lot numbers and expiration dates are available for all products being returned. Inmar cannot issue a "RA" without the above referenced information.

Customers who need to return Glenmark products not purchased directly, but through a 3rd party provider (i.e. wholesaler, distributor, etc.), are required to return such product directly to their 3rd party provider for proper credit from that 3rd party. Glenmark will not accept ANY returns, nor credit any 3rd party for product returns that were not purchased directly from Glenmark.

Required Information for Acquiring RA:

- GGI NDC Number
- Product Name
- Strength
- Lot Number
- Expiration Date
- Reason for return

Returnable Product:

- Products with less than 6 months shelf life remaining.
- Products that are not more than 12 months past expiration date.
- Concealed damage claims made within 10 days of receipt. These claims must be made through Glenmark's customer service department by email at returns@glenmark-generics.com or fax 201-831-0080. Customers must acquire a Return Authorization Number from Glenmark's returns department prior to shipping the damaged materials.
- Items shipped in Error, received Damaged or Recalled. Glenmark's Returns Processor, Inmar, will not accept returns of product shipped or ordered in error, received damaged or recalled product. Please contact Glenmark Generics directly at 201-684-8000 (within 48 hours of receipt) for authorization or instruction on how to return the above type products.

Non-Returnable Product:

- Items expired more than one year.
- Products with 6 or more months shelf life remaining.
- Products sold on a non-returnable basis.
- Overstock product that is in date.
- Products sold in a sacrifice, fire, or bankruptcy sale.

- Products damaged by fire, flood, or other catastrophe.
- Products sold expressly on a non-refundable basis.
- Products from which the label has been removed or defaced.
- Product for which proof or purchase cannot be verified.
- Samples or “no-charge” introductory items.
- Product stored outside the labeled storage conditions.
- Products returned without approved RA (see above).
- Products purchased through 3rd party provider (see above).
- Items shipped in Error, received Damaged or Recalled. Glenmark’s Returns Processor, Inmar Pharmaceutical Services will not accept returns of product shipped or ordered in error, received damaged or recalled product. Please contact Glenmark Generics directly at returns@glenmark-generics.com or 201-684-8000 for authorization or instruction on how to return the above type products.

Requirements for Returns Credit:

Credit for returned product is contingent upon the following:

- Product must be in original containers.
- Written Proof of Purchase.
- RA requested prior to return being shipped to Inmar.
- Any deduction made without a Return Authorization is deemed invalid and will be rebilled to customer (see guideline above for acquiring an RA).
- When shipping any returned product directly to Glenmark, customers will ensure that the “Return Authorization Number” is visible on the outer shipping container and referenced on packing list.
- Glenmark reserves the right to deny credit for any returned product that does not comply with these instructions.

Issuance of Credit:

- Direct customers will be credited at the lower of the original invoice price or the prevailing list price.
- Partial returns will be estimated to the nearest ¼. (Minimum partial available for credit is 25%).
- Glenmark reserves the right to make the final determination of credit price.
- Credit will only be given once product is returned and qty’s are verified by Inmar.
- Glenmark will deduct the value return from the sales volume subject to rebates, admins, marketing fees, etc.
- Credit will not be issued for merchandise that has been destroyed by customer.
- Glenmark reserves the right to refuse shipment of any product that does not comply with this policy.

RGA Credits must be deducted within one year of date of issue. After such time, credit is deemed invalid/expired.

Controlled Substance Returns:

Outdated controlled substances should be destroyed by the customer under DEA authorization, or other state or regulatory agencies empowered by law to do so. Once destroyed, a copy of the signed destruction form (DEA Form 41) should be forwarded to GGI for Credit.

Third Party Return Processing:

Third party processors must comply with all terms and conditions of this policy as well as the following:

- Glenmark requires a copy of all reverse distributor licenses. Any unlicensed returns processor is not authorized to handle Glenmark products.
- Third Party processors must return all Products to Inmar facilities.

GLENMARK GENERICS INC SHALL NOT BE RESPONSIBLE FOR TRANSPORTATION CHARGES OR CHARGES FOR ADDITIONAL FEES FROM ITS CUSTOMER’S THIRD-PARTY RETURNS PROCESSOR.