



Taro Pharmaceuticals U.S.A., Inc. ("Taro")

3 Skyline Drive, Hawthorne, NY 10532

Phone: (800) 544-1449 Fax: (914) 347-8725

Returned Goods Policy – Generic Products

Effective January 1, 2012

Returnable Items

- Authorized, unopened, properly labeled products not more than 3 months prior to the expiration date or 12 months past the expiration date except as required by applicable federal or state laws.*
- Products damaged in shipping, reported within 72 hours of receipt and accompanied by signed bill-of-lading noting damage.*
- Concealed damage claims made within 15 days of receipt unless such damages cannot be reasonably discovered upon examination of the shipment, in which case claims must be made within 15 days of discovery.*
- Products shipped in error and reported within 72 hours of receipt.*
- *Note: Products must be in unopened original containers.

Non-returnable Items

- Unauthorized returns.
- Products more than 12 months past expiration date.
- Products more than 3 months prior to expiration date.
- Products sold on a non-returnable basis, professional samples, or free goods.
- Products returned by other than original purchaser, products acquired in other than normal distribution channels, and products redirected from government contracts or export sales.
- Products damaged after delivery, including products damaged or destroyed due to improper storage, handling, fire, flood, catastrophe or insurable causes.
- Products for which payment has not been received.
- Products for which original proof of purchase cannot be verified.
- Products other than in the original container, repackaged products, products with labels removed or defaced, or products in opened containers.
- Products involved in fire, sacrifice or bankruptcy sale.
- Private label or private formula items.

Return Procedures For: Product Shipped in Error Product Damaged upon Delivery or Non-Conforming Product

Direct Customers

- Step 1** - Contact Taro Returns Dept. at (800) 544-1449 ext. 6334 for authorization to return Product.
- Step 2** – Upon receipt of RA# from Taro, ship return to:
Taro Pharmaceuticals U.S.A., Inc.
Attention: Returns Dept.
1 Commerce Drive
Cranbury, NJ 08512

Non-Direct Customers

- Returns are to be made to the wholesaler/distributor from which the product was purchased.
- Products returned to the wholesaler/distributor must meet the requirements under "Returnable Items."
- Credit will be issued at an average contract price less handling fee for the Product determined by Taro based on indirect purchases of such Product by its non-direct customers.

Return Procedures For All Other Returnable Items

Direct Customers

- Step 1** - Contact MedTurn, Inc. for instructions and shipping labels:
Phone: (800) 967-5952
Fax: (817) 868-5343
Email: rarequest@inmar.com
Attn: Kelly Viera
- Step 2** – Upon receipt of RA# from MedTurn, Inc., ship return to:
MedTurn, Inc.
4332 Empire Road
Ft. Worth TX 76155
Attn: Kelly Viera

Non-Direct Customers

- Returns are to be made to the wholesaler/distributor from which the product was purchased.
- Products returned to the wholesaler/distributor must meet the requirements under "Returnable Items."
- Credit will be issued at an average contract price less handling fee for the Product determined by Taro based on indirect purchases of such Product by its non-direct customers.

Policy Terms

- For products shipped in error, Taro will issue a credit. For all other returns, Taro may, at Taro's option, either issue a credit for the returned products or replace the returned products.
- Credit will be issued at the net price paid or the current price, whichever is lower.
- Credits or replacements will be issued only for products listed on the approved authorization form.
- Credit will be issued in the form of a credit memo. No cash refunds.
- Customers may not take deductions for returns prior to the issuance of a credit memo by Taro. If such a deduction is made, an administrative fee of five percent (5%) may be assessed.
- Returns purchased through a promotion will be credited at the promotional price.
- A 10% processing charge will apply to all returns of surplus inventory.
- Product returns deemed non-compliant with this policy will be destroyed and no credit will be provided.
- Lot numbers and expiration dates required.
- Transportation to be prepaid by customer, unless shipped in error by Taro or damaged upon delivery.

Additional Information

- Shipping, handling, and processing fees are not eligible for credit.
- For direct customers, Taro will issue credit for returns, if deemed eligible within 30 days of receipt. No deduction should be taken prior to that time.
- Customer must ensure that concealed loss or damage due to damage in shipping is inspected by carrier within 15 days after delivery and carrier's inspection report must be forwarded to Taro Returns Dept.
- Customers assume the risk of loss for returned shipments.
- Taro or MedTurn, Inc. will verify all returns to make certain that they conform to this policy.
- Taro reserves the right to promptly destroy all products returned, whether or not they are found to be eligible for credit.
- All products are returned subject to final review and evaluation by Taro or MedTurn, Inc., and will be processed in accordance with the returned goods policy in effect at the time the return is received.
- Taro assumes that customers make a good faith effort to maintain inventory on a first in, first out (FIFO) basis.
- Taro reserves the right to amend this policy by notification to the customer.