

AiPing Pharmaceutical, Inc. Return Goods Policy

AiPing Pharmaceutical, Inc. ("AiPing") is committed to excellence in customer service and satisfaction. Subject to the conditions set forth in this policy, AiPing will accept returns of its expired pharmaceutical products and issue a credit as appropriate.

PROCEDURE FOR RETURNING EXPIRED GOODS:

Effective 8/1/25, all products eligible for return due to expiry (excluding products misshipped, shipped in error, damaged-in-transit, etc.) must be returned to AiPing's approved return goods service contractor at the following address and in accordance with the following procedures to be considered for reimbursement:

**EVERSANA Life Science Services, LLC
C/O AiPing Pharmaceutical
4500 Mendenhall Road
Memphis, TN 38141**

AiPing Pharmaceuticals requires that prior to shipping return goods a Return Authorization (RA) must be obtained in order to be eligible for reimbursement. Once a RA has been issued, return goods need to be promptly shipped to Eversana. All product listed on the RA should be shipped at the same time. To create and obtain a Return Authorization ("RA") please contact AiPingCS@Eversana.com.

PLEASE NOTE: All third-party return processors must contact AiPingCS@Eversana.com for a RA.

Each return shipment must contain a copy of a Debit Memo and issued RA in each shipping box/package. If a return shipment has multiple packages, a copy of the Debit Memo and RA should be placed in each. Each return shipment box/package should contain product from only one provider.

All controlled products must be packaged separately from non-controlled products.

It is suggested that the return be insured, and records kept. AiPing is **not** responsible for shipments lost in transit to Eversana.

RETURN DOCUMENTATION REQUIREMENTS:

All returns of product must include a Debit Memo and RA. **Product received without required information will be processed for destruction, and no reimbursement shall be issued.**

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The following information must be provided for RA requests to be eligible for reimbursement:

- Valid originating Customer name and mailing address
- Current Authorized Distributor of Record for reimbursement via credit (if applicable)
- Debit Memo Number or another unique identifier
- Originating Customer Identification (ex: DEA Registration #, HIN, or NPI)
- Product NDC
- Product Description
- Lot Number and Expiration Date
- Quantity
- Reason for Return
- Returning Entity Name – who prepared and shipped the return (Return Processor, if applicable)
- Identification of contract pricing and associated contract identifier (if applicable)
- Returning Entity DEA Registration # (Required when returning Controlled Substance
Note: Each originating customer must be assigned a unique debit memo number.
- **Note:** Product returned that was purchased at a contracted price (examples: GPO and 340B) must include notation on the accompanying documentation that the Product was purchased at a contracted price and include all applicable identification (examples: DEA Registration #, HIN and HRSA assigned 340B identifier).

PRODUCT ELIGIBLE FOR REIMBURSEMENT:

- Product within six (6) months of expiration date and up to twelve (12) months past the expiration date. Product must be in original, sealed, full, unopened AiPing Pharmaceutical, Inc containers. Product must have a valid AiPing lot number and expiration date.
- AiPing will only accept returns from customers who have purchased the products directly from AiPing Pharmaceutical, Inc.

NON-EXPIRED RETURN GOODS (ANY OTHER REASON):

Eversana only processes out-dated and/or soon to be out-dated goods. Non-expired, but otherwise returnable goods being returned due to damages, shipment errors, etc. must be reported to AiPing within ten (10) working days of package receipt and must be returned within thirty (30) days of receipt.

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All such requests must be made to AiPingCS@Eversana.com. Once approved, goods are to be returned to Eversana at the following address:

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TERMS OF RETURN POLICY FOR BOTH EXPIRED AND NON-EXPIRED RETURNS:

- A valid Return Authorization (RA) Number must accompany all returns for proper credit.
- RA Numbers are VALID for 30 days from issuance. Expired RA Numbers will be considered invalid and no credit will be issued.
- All products must be returned to AiPing Pharmaceutical, Inc. within thirty (30) days of receipt by customer to receive credit. Products that have been destroyed by customer or agent of customer will not receive credit.
- Product must be in original, sealed, full, unopened, unadulterated AiPing Pharmaceuticals container to receive full credit. Partial products are not allowed, except where mandated by state statute. i.e. Georgia, North Carolina and Mississippi.
- Reimbursement price will be based on the lower of the (1) original invoice or contract price or (2) current invoice / contract price. If the mentioned pricing is unavailable for the end customer, then AiPing Pharmaceutical, Inc. will use a predetermined product price which will be considered the final return value. Collectively referred to as the “weighted average”.
- Product must be returned by the customer who purchased the product from AiPing Pharmaceuticals. Credit will be issued to direct accounts only.
- Returned products will be verified by AiPing Pharmaceutical, Inc. and the final credit will be calculated based upon AiPing Pharmaceuticals count.
- All returns are subject to review by AiPing Pharmaceutical, Inc. Issuance of RA number does not guarantee credit. Credit issuance is dependent on confirmed receipt/review of returned goods. Unauthorized returned goods will be destroyed, and credit will not be issued. Transportation charges are to be prepaid by the customer.
- All third-party returns must be authorized by AiPing Pharmaceutical, Inc.
- AiPing Pharmaceutical, Inc. will not reimburse fees due to processing third-party returns, destruction charges, and shipping costs or processing.
- Product returned without the authorization form will be destroyed without credit.
- Credit will be issued in the form of a credit memo only. Cash will not be issued.

NON-RETURNABLE PRODUCT:

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- Items purchased at a special price or reduced cost as part of a one-time buy-in offer and/or short-dated product purchase.
- Private label, repackaged products or products not in the original container.
- Product involved in salvage, bankruptcy or insolvency proceedings.
- Product for which proof of purchase cannot be verified.
- Product more than twelve (12) months past the expiration date.
- Product returned by anyone other than the original purchaser.
- Product that has deteriorated because of heat, cold, water, smoke or other improper storage.
- Product damaged due to fire, flood or other events.
- Overstocked customer inventory.
- Product purchased by federal or state entities for stockpiling purposes
- Free goods including but not limited to donation, samples, etc. plus product sold on a non-returnable basis.
- Product with unknown or unidentifiable lot numbers.
- Batched returns from multiple providers and/or not disclosed on the Debit Memo.
- Expired return with a returnable debit memo value of \$25 or less.

Other Terms:

- AiPing Pharmaceutical, Inc. may at its sole discretion:
 - (i) make exceptions to the return goods policy based on extenuating circumstances
 - (ii) reject any customer claim deemed unfounded
 - (iii) make changes to the return goods policy at any time.
- AiPing Pharmaceuticals reserves the right to impose a handling fee on all returned goods.