

RETURN GOOD POLICY

For all of its products distributed and sold in Canada, Elvium Life Sciences will provide a credit under the following eligibility conditions:

ELIGIBILITY FOR CREDIT:

Product will be eligible for credit only if it meets all of the following criteria:

- a) Product is within 6 months after the expiry.
- b) Product is in its original, unaltered packaging (by selling unit).
- c) Product is unopened and unused.
- d) Total credit value for applicable product is greater than \$50.

INELIGIBILITY FOR CREDIT:

Product will not be eligible for credit if any of the following factors apply:

- a) Product is outside of the period between the expiry date and six months after the expiry date.
- b) Product is not in its original packaging (by selling unit).
- c) Product, including its packaging (by selling unit), is altered or tampered with.
- d) Product is rendered unsaleable due to factors beyond the control of Elvium, including (but not limited to) improper storage, handling and/or inappropriate exposure to heat, cold, water, fire and/or smoke.
- e) Product was not purchased from Elvium or its authorized wholesaler or distributor in Canada.

CREDIT PROCESS – DIRECT ACCOUNTS:

An e-mail/fax must be sent to Elvium Customer Service requesting an authorization to destroy expired goods. The customer must list the items, quantity, lot number and expiry date. Once the request has been authorized by Elvium Customer Service, the expired goods can be sent for destruction to a third-party destruction company of your choice, at your expense. Expired products must not be returned to Elvium, under any circumstance.

Upon receipt of the proof of destruction and/or shipment waybill showing the date goods left the customer's facility for destruction, credit will be issued for eligible expired products at 90% of the current list price.

Elvium Life Sciences will not be responsible for any handling, processing or destruction fees. Unauthorized deductions are not permitted.

CREDIT PROCESS – PHARMACIES/INDIRECT ACCOUNTS:

Customers who have purchased Elvium products from an authorized wholesaler or distributor must return expired goods to their place of purchase and follow that vendor's return policy.

CHANGES TO THIS POLICY:

This policy supersedes all previous versions and is subject to change at Elvium Life Sciences' discretion. Elvium will notify its customers of any changes to this policy by posting the updated version on its website – <http://www.elvium.ca> – along with the effective date for same.

CONTACT INFORMATION:

E-mail: customerservice@elvium.ca

Tel : 1-833-744-0005