



Return Goods Policy

Authorization:

Prior authorization from Oliva Therapeutics, LLC (“Oliva”) is required for all returns. Oliva recognizes Eversana as the only authorized return facility and incurs all charges for processing and destroying of product returned to Eversana. Oliva will not assume any responsibility for charges incurred for any product returned to a facility other than Eversana.

EACH BOX must contain a packing list with your account information and your debit memo number clearly designated. Use only one debit memo number per return shipment. If a return shipment is multiple boxes, photocopy your paperwork with the debit memo number and place in each box. It is suggested that the return be insured and records kept. Oliva cannot be responsible for shipments lost in transit to Eversana.

Please contact Oliva customer service department by phone at (877) 200-6088 or email to olivacs@eversana.com for RGA assistance and send all returns (upon RGA issuance) to the following address:

Eversana
c/o Oliva Therapeutics, LLC
4580 Mendenhall Road
Memphis, TN 38141

Returnable Items:

- Six (6) months prior to the expiration date or up to six (6) months after the expiration date and have a VALID Oliva lot number and expiry date.
- Product must be in original, unaltered container, trade package.
- Product involved in a Recall.

Conditions for Credit:

- A valid Return Goods Authorization (RGA) Number must accompany all returns for proper credit.
 - RGA Numbers are valid for 90 days from issuance. Expired RGA Numbers will be considered invalid and no credit will be issued.
 - All products must be returned to Oliva or their agent within 90 days to receive credit. Products that have been destroyed by customers or agent of customer will not receive credit.
- Product must be in original, unopened, unaltered container to receive full credit.
- Partial returns are not allowed with the exception of customers located in mandated states that require product be accepted (GA, NC, and MS)
- Reimbursement price will be based on the lower of the original purchase price, current price, or contract price.
- Product must be returned by the customer who purchased the product from Oliva. Credit will be issued to direct accounts.

- Returned products will be verified by Oliva and the final credit will be calculated based upon Oliva count.

Shipping Errors/Damaged Shipments:

Products shipped in error by Oliva or products damaged in transit must be reported to Oliva within ten (10) working days of receipt and must be returned to Oliva within 25 days of receipt. Contact Oliva Customer Service by phone at (877) 200-6088 or email to olivacs@eversana.com.

Transportation Charges:

Prepaid by customer except when error is due to Oliva.

Terms of Return Policy:

- Oliva will not reimburse fees due to processing third party returns, destruction charges, shipping costs or processing.
- All returns are subject to review by Oliva. Issuance of RA number does not guarantee credit. Credit issuance is dependent upon confirmed receipt/review of return goods. Unauthorized return goods will be destroyed, and credit will not be issued.

Non-Returnable Items/no credit:

- Products damaged due to improper storage, handling, fire or catastrophe.
- Products involved in salvage, bankruptcy or insolvency proceedings.
- Private label, repackaged products or products not in the original container.
- Products six (6) months after the expiry date.
- Products discontinued for more than six (6) months.
- Free Goods.
- Items purchased at a special price or a reduced cost as part of a onetime buy-in offer.
- Product for which proof of purchase cannot be verified.
- Products returned outside of this policy will not receive credit.
- If product is returned without an RGA it will be rejected and returned to the customer at their expense.

Oliva Therapeutics, LLC may, at its discretion, make exceptions to the returned goods policy based upon extenuating circumstances.

Oliva Therapeutics, LLC reserves the right to impose a handling fee on all returned goods.
