

KOVANAZE RETURN POLICY

Effective Date: **July 30th, 2018**

This Kovanaze Return Policy (“Product Return Policy”) is for all Products (“Product” or “Products”) purchased directly from St. Renatus, LLC. (“St. Renatus”) and distributed in the United States.

Customer Returns: Product is eligible for return and replacement from Customers where the Product satisfies the requirements in any one of the sub-sections (i through vi) in (A) below.

A. Damaged Product reported within 48 hours of delivery

Product shipped from St. Renatus directly or via its authorized logistic provider that is damaged in transit shall be replaced. Such damaged product shall be immediately reported to St. Renatus (1-800-770-9400). Damaged product includes;

- i. breakages or defects of the product due to shipping and handling
- ii. damaged packaging that makes product unusable
- iii. product not kept to required temperature during shipping
- iv. product missing parts required for use
- v. product misdelivered
- vi. other circumstances where product is considered ‘dead on arrival’

Damaged Product reported more than 48 hours after delivery is not eligible for return and replacement

B. Quality Concerns

Product purchased directly from St. Renatus that is unusable due to reasons related to Product quality arising out of the manufacturing of the Product (i.e. the physical characteristics of the Product deviate from the physical characteristics of the Product described in the prescribing information for the Product) shall be processed exclusively by St. Renatus. Please contact St. Renatus at 1-800-770-9400.

C. Other Returns

Product returns for reasons other than those stated in sections (A) and (B) are not eligible for return and replacement. Changes to this policy are at the discretion of St. Renatus.

All returns must first be reported to St. Renatus at 1-800-770-9400 and assigned a **Return Goods Authorization** (“RGA”). Returns without an authorized RGA will not be accepted. The return address and instructions to return the product will be included with the RGA.

Product purchased from a party other than St. Renatus (e.g., wholesalers or other third parties) is not eligible for return to St. Renatus and must be returned to the party from whom it was purchased in accordance with that party’s returned goods policy in order to receive a replacement or credit (in the event the product is eligible for replacement or credit under such policy).

Any questions about this Product Return Policy should be directed to St. Renatus at 1-800-770-9400.