



## **SPOILAGE PROGRAM FOR INJECTABLE AND INFUSED PRODUCTS**

For quality or stability-related issues, please contact Teva Medical Information at 888-4-TEVA-RX (888-483-8279).

For expired product returns, please call (800) 967-5952.

Subject to the terms outlined below, Teva may replace without charge covered injectable products purchased by physicians, clinics, and hospitals located in the United States ("Customers") that spoiled or otherwise became unusable after purchase ("Spoilage Program"). The Spoilage Program covers the following injectable products:

BENDEKA® (bendamustine HCl) injection, CINQAIR® (reslizumab) injection, GRANIX® (tbo-filgrastim) injection, HERZUMA® (trastuzumab-pkrb) for injection, SYNRIBO® (omacetaxine mepesuccinate) for injection, TREANDA® (bendamustine HCl) for Injection, TRISENOX® (arsenic trioxide) injection, and TRUXIMA® (rituximab-abbs) injection for intravenous use.

Events that are eligible for replacement are limited to the following ("Events"):

- patient expiry (i.e., patient died);
- patient missed appointment;
- discontinuation of therapy by patient due to tolerance issues or other unforeseen patient condition; or
- loss resulting from human error during good faith use of the product (and not from product expiry or defect), such as:
  - Improper mixing of product
  - Damage or loss during administration
  - Loss due to improper storage.

Any decision to replace product in no way constitutes a product integrity admission made by Teva.

### **Spoilage Program Terms & Conditions:**

- Customers seeking replacement must notify Teva Customer Service within ten (10) business days of the Event, either via toll free 888-838-2872, Option 3, then Option 2 or via email at: [TevaCS@Tevapharm.com](mailto:TevaCS@Tevapharm.com).
- Customers must certify that they have not administered ANY portion of the product, billed an insurer or patient for the product, been previously reimbursed through wholesaler credit for such Product.
- Customers are limited to one request per product, per year, regardless of type of error underlying the request for a replacement and subsequent action taken. Limitations on the number of units per request apply.
- Customer must provide a completed Request for Replacement form, including a description of events leading up to request for replacement to Teva's Customer Service, subject to applicable patient privacy laws, and provide a letter of destruction.
- Teva reserves the right to discontinue the Spoilage Program at any time, and make changes to the Spoilage Program without notice.
- Teva will evaluate all requests on a case-by-case basis.