

Bausch + Lomb (South Africa) Product Returns and Credit Policy

Lenscare + Pharmaceutical Division 2011

Please note that in principle *all Bausch + Lomb Lenscare and Pharmaceutical Products are non-returnable for quality, safety and efficacy reasons and in line with international and local regulated good pharmacy, storage and distribution practice.*

(Refer to Appendix 1 for the list of these products).

The only exceptions to this policy are as follows:

1. Short-dated Stock

Short-dated stock supplied by B+L (SA) at the time of order will be accepted back for a full credit. The term "short-dated" will be evaluated as per the attached Appendix 1:

Acceptable Shelf Life of Bausch + Lomb Lenscare and Pharmaceutical Products, unless stated differently in a contract agreed upon by both parties.

Stock will be accepted back at no charge, provided that:

- B+L (SA) confirm stock as short-dated upon quality assurance (QA) inspection.
- A copy of the original invoice detailing the lot/batch number accompanies the return.
- The request for credit /return must be actioned according to our stipulated procedure within 3 working days of the invoice date.
- The short-dated stock is returned/uplifted at the next or same delivery. The credit will only be actioned once the stock is returned.

2. Damaged Goods (In Transit) delivered by Bausch & Lomb (SA)

Damaged goods delivered by B+L (SA) will be accepted back at no charge provided that B+L (SA) confirms stock to be damaged upon QA inspection. We **strongly recommend** that **all** deliveries are received against the invoice with the courier or driver present and that the invoice is endorsed with a detailed description of any discrepancy and signed at delivery to avoid queries and delay in processing.

- The request for credit/ return is actioned within 3 working days from date of invoice.
- The damaged stock is returned/ uplifted at the next/same delivery –the credit will only be actioned once the stock has been returned.

3. Stock incorrectly supplied by B+L (SA)

Should your order be supplied incorrectly by B+L (SA), we will accept the stock back at no charge, provided that:

- The error is confirmed by B+L (SA)
- The request for credit is actioned within 3 working days from date of invoice
- A credit or exchange may be actioned depending on your instruction
- The stock is returned with all relevant documentation at the same or next delivery. The credit will only be actioned once the stock has been returned.
- Incorrectly supplied stock, i.e. incorrect product received, too few or too many units supplied, may originate from a customer order error, an order input error by a Customer Service Agent or a Warehouse Picking error.

4. Pricing Claims

Should product be delivered at a price that differs from the original price list or the quoted promotional prices, a claim can be lodged based on signed documentation and confirmation from B+L management.

Negotiated Stock Clearance Deals on short-dated stocks are not returnable or refundable.

5. Stock Shortages

We have implemented new checking procedures and systems at our warehouse and all precautions are taken to ensure that the correct quantity of stock is supplied as detailed on the invoice.

Random triplicate checks are done at the warehouse to ensure that all goods are included in the delivery. Stock is sealed with tamper proof tape advising customers to contact us if the stock has been tampered with or if the seal is broken.

We **strongly recommend** that **all** deliveries are received against the invoice with the courier or driver present and that the invoice is endorsed with a detailed description of any discrepancy and signed at delivery to avoid queries.

Should a claim for shortages be lodged, B+L (SA) will check their stock on hand in the warehouse to establish if there is excess stocks of the item been claimed. If there is no excess stock, further investigation into the matter will be required before a claim can be authorised.

6. Specific Exceptions and Stipulations in Trading Term Agreements

Specific Exceptions will be detailed in negotiated trading agreements by Customer.

7. An Official Product Recall due to Quality Assurance concerns

All Bausch + Lomb products are manufactured according to the strictest international quality standards. In the unlikely event that a Product Recall should occur, it will be specific to the situation and will be handled and communicated in the appropriate and timely manner.

8. Overstocks and Expired Stocks

It is the responsibility of the customer to monitor and manage stock holdings and order quantities to ensure they are not "overstocked."

Expiry dates are to be monitored and the necessary First-Expiry-First-Out (FEFO) or other stock rotation principles must be applied on stock in the stores.

Poorly managed and monitored stock cannot be returned for credit.

Procedure for Processing and Authorizing of Credits

Please contact our Customer Services Department and request a Stock Upliftment Request (SUR) Form which will be faxed/ emailed to you for completion

- Once completed accurately please fax/email this form back to our Customer Services Department for authorization.
- **Customer Services Fax 011 372 5605**
- **Customer Services Email: ordersa@bausch.com**
- Our Customer Services Department will complete an RMA form and obtain the necessary approval from the Commercial Manager.
- Once the approval has been obtained, Our Customer Services Department will arrange for the upliftment of goods with our courier service.
- Pricing Claims will be processed on the account as a financial transaction.

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GENERAL INFORMATION:

It is important to remember that Bausch & Lomb (SA) cannot pass a credit on your account without the correct and original documentation which must accompany the stock that is being returned. The returned stock must match the lot and batch number on the original invoice.

- All credits will be processed at the original invoiced value .All pricing will remain on the Bausch + Lomb (SA) system until such time as all processes as set out above have been completed.
- No invoice exchange by customers will be allowed.
- No marked, defaced, damaged short-dated or expired stock will be returned for credit.
- It is advisable to order a regular supply of well- dated stock instead of large quantities that are at risk of expiring on the shelf.
- All stock upliftments will be carried out when follow-up deliveries are made.

Size and Usage

ReNu Multipurpose/MultiPlus Size Breakdown:

- 60ml - 1 week daily usage**
- 120ml - 2 weeks daily usage**
- 240ml - 4 weeks daily usage**
- 360ml - 6 weeks daily usage**

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Appendix 1: Acceptable Shelf Life for Bausch + Lomb Lenscare and Pharmaceutical Products from ExpiryDates

<u>Product Information</u>	<u>Acceptable Shelf-Life</u>
<u>Lenscare Products</u>	
ReNu Multipurpose Solution (All Sizes)	4 months
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B+L Daily Cleaner	4 months
B+L Saline Solution	4 months
B+L Lens Lubricant	4 months
B+L Boston Simplus & Boston Flight Packs	4 months
B+L Boston Advance Conditioning Solution	4 months
B+L Boston Advance Cleaner	4 months
All Banded Pack Variations	4 months
<u>Pharmaceutical Products</u>	
Ocuvite Lutein (60 tablets)	4 months
Ocuvite Preser Vision (120 tablets)	4 months
Medilar Dry Eye Soft Gel Capsules (90 soft gel capsules)	4 months
Moisture Drops 15ml	4 months
PreserVision Soft Gels AREDS	4 months
PreserVision Soft Gels Lutein	4 months
Moisture Eyes PM 3.5g	4 months
Vividrin Nasal Spray 15ml	4 months
Dexagel 3g	4 months
Minims Tetracaine HCl 1.0%	4 months
Minims Oxybuprocaine HCl 0.4%	4 months
Minims Proxymetacaine 0.5%	4 months
Minims Pilocarpine Nitrate 2.0%	4 months
Minims Atropine Sulphate 1.0%	4 months
Minims Tropicamide 1.0%	4 months
Minims Cyclopentolate HCl 1.0%	4 months
Minims Phenylephrine HCl 10%	4 months
Minims Chloramphenicol 0.5%	4 months
Fluorets	4 months
Minims Fluorescein Sodium 2.0%	4 months
Minims Lignocaine and Fluorescein Sodium 2.0%	4 months
Minims Prednisolone Sodium Phosphate 0.5%	4 months