

Synvisc Returned Goods Policy and Trade Terms

Sanofi U.S. Trade Customer Support phone: 888-379-6847

Customer Support email: customercare.US@sanofi.com / Order Placement email: usorders@sanofi.com

Sanofi U.S. Trade Customer Support website: <https://www.sanofi.us/en/contact-us>

SanofiShoppe web portal: <https://www.sanofishoppe.com>

These product trade terms are applicable to all licensed healthcare professionals and their practicing facilities that purchase directly from Sanofi U.S., and which have not purchased the products through wholesalers or distributors ('customer'). For purposes of these product trade terms, Sanofi U.S. refers to Sanofi-Aventis U.S. LLC. and/or Genzyme Corporation.

Part A: Returned Goods Policy

PRODUCTS ELIGIBLE FOR RETURN AND CREDIT

- Product return requested by customer from Customer Care team within 10 business days of customer receipt and returned within 30 business days of customer receipt with a Return Authorization label provided by Customer Care team, and in compliance with return process below, will be issued a credit for the purchase price.
- Product that is not eligible for credit (see below) will not be authorized for return under this section.

PRODUCTS NOT ELIGIBLE FOR RETURN AND CREDIT

- Product return requested by customer from Customer Care team more than 10 business days after customer receipt, and/or returned after 30 business days of customer receipt or returned without a Return Authorization label provided by Customer Care team.
- Expired product, except when required by law.
- Product involved in a bankruptcy or natural disaster.
- Product deteriorated or damaged due to conditions beyond the control of Sanofi U.S. such as improper storage, heat, cold, water, smoke, etc.
- Non-original or repackaged product.
- Product not purchased directly from Sanofi U.S.
- Damaged products that are not returned in accordance with the Damage and Shortage Claims section below.

RETURN PROCESS

- Contact Customer Care team at customercare.US@sanofi.com for authorization.
- Customer Care team will email a Return Authorization form that customer must include in the returned shipment and a Return Authorization label.
- Only authorized returns as noted on the Return Authorization form will be credited to the customer's direct account at purchase price.

CUSTOMER DAMAGE AND SHORTAGE CLAIMS

- In the event that a product is damaged upon delivery and must be returned to Sanofi U.S. for claims processing, the customer is responsible for the following:
 - Contact Customer Care team at customercare.US@sanofi.com to file a claim.

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- If product damage is visible at the time of unloading and receipt, customer must: (1) accept and physically receive all product, (2) sign and notate Bill of Lading with description of damage to the visibly damaged product, (3) take photos of visible damage, (4) email the order number or invoice

CUSTOMER DAMAGE AND SHORTAGE CLAIMS (CONTINUED)

number in question and any applicable photos to customercare.US@sanofi.com. Photos of the damage must be submitted with the claim for credit.

- Reporting visible claims within 10 business days of receipt of product.
- Reporting concealed damages, overages, and shortages within 30 business days of receipt of product.
- Where loss, shortage, breakage, leakage, or other damage has occurred in transit, customer agrees to cooperate fully with Sanofi U.S. in Sanofi U.S.'s effort to establish a claim against the transportation company.
- Request for credit submitted without appropriate authorization may be denied.
- As the received shipment is the property of the customer; the customer is responsible for paying invoice within terms to Sanofi U.S. regardless of when credit is issued.

Part B: Terms and Sales Conditions

PRICES AND ORDERS

- All orders are subject to acceptance by Sanofi U.S.
- Orders will be invoiced at the price in effect on the date and time the order is accepted.
- Customer agrees orders with prices other than those in effect on the date and time of Sanofi U.S. acceptance will be changed by Sanofi U.S., without notice.
- All prices are subject to change without notice.
- Sanofi U.S., at its sole discretion, reserves the right to reject orders, to limit or allocate order quantities, to defer orders or line items, to backorder orders or line items, or to cancel orders or line items.

TERMS OF SALES

- Payment terms are clearly stated on Sanofi U.S. invoices.
- Late payment may result in a change of credit terms at Sanofi U.S.'s sole discretion.
- The amount due must be paid pursuant to the terms herein and on the invoice, regardless of if, or when, customer receives insurance reimbursement.
- Customer shall not deduct unauthorized amounts from payment due.

PAYMENT METHODS

- Check: lockbox address for mailing the payment is noted on the invoice.
- Credit card (AMEX, MasterCard, Visa).
- Electronic Funds Transfer (EFT): Requires signed Sanofi U.S. EFT Agreement.

SHIPMENTS

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- All orders shall be shipped prepaid, with title and risk of loss for the products passing to customer upon delivery of the products by Sanofi U.S. carrier to the customer's facility.
- Sanofi U.S. will pay standard transportation charges and insurance on all orders. However, if customer requests expedited transportation, special transportation, carrier sorting, or routing, Sanofi U.S. may require customer to bear the costs of such special handling.

CUSTOMER DISPUTES

- Any disputes involving pricing, discounts, credits, or returns must be reported to Customer Care team by emailing customercare.US@sanofi.com and documented in writing within 10 business days from the date of issuance by Sanofi U.S. of disputed invoice or credit. If the reported dispute is not proven within one year, no credits or adjustments will be issued. For any accounts receivable issues, contact ARandCredit@sanofi.com.

STORAGE AND HANDLING OF SANOFI U.S. PRODUCTS

- Customers taking possession of product are fully responsible for complying with all applicable federal, state, and local laws and regulations related to storage, handling, and distribution of such products. Customers are also fully responsible for complying with Sanofi U.S.'s product labeling and instructions as well as all storage, handling, and distribution requirements of product.

WARRANTY

- Sanofi U.S.' warranty is limited to the identity and the quality of ingredients used in the products at the time they are manufactured, and in the care and skill exercised in their manufacture. **SANOFI U.S. DOES NOT MAKE ANY WARRANTIES, EXPRESS OR IMPLIED, OF ANY KIND, INCLUDING WARRANTIES AS TO THE MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO THE PRODUCTS, OR CONCERNING INDICATIONS AND CONTRAINDICATIONS, DOSAGES USED, METHOD OF ADMINISTRATION OR CONDITIONS OF USE.** A qualified healthcare provider should decide the indications or contraindications of any of products, as well as the suggested dose, frequency, or method of administration, after proper diagnosis.

CUSTOMER SUPPORT

- For medical or product information, or to report an adverse event or a product quality complaint, please call 1-800-633-1610 (option 1).
- Sanofi U.S. Trade Customer Support inquiries may be directed by phone or email:

Phone: 888-379-6847

Customer Support email: customercare.US@sanofi.com

*For general inquiries, credits, returns, and claims

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