Effective Date: Oct 23, 2026

Sanofi U.S. Returned Goods Policy and Trade Terms: TZIELD® (TEPLIZUMAB-MZWV)

Sanofi U.S. Trade Customer Support phone: 1-800-372-6634
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

Sanofi U.S. Returned Goods Policy and Trade Terms: TZIELD® are applicable to customer purchases of products ("Product" or "Products") directly from Sanofi U.S. LLC (referred to as "Manufacturer") ("Direct Customers") and/or customers that purchase through a wholesaler ("Indirect Customers") as set forth below. These trade terms take precedence over Sanofi U.S. general Trade Terms. These Trade Terms apply to Products distributed within the United States and its territories.

Part A: Returned Goods Policy

NON-RETURNABLE POLICY (DIRECT AND INDIRECT CUSTOMERS)

- Except for the Direct Customer claims set forth below, Product returned to Manufacturer is not eligible for credit for any reason including, but not limited to, the following:
  - Expired Products or Products nearing expiration.
  - Product involved in a bankruptcy sale or natural disaster.
  - Product deteriorated or damaged due to conditions beyond the control of Manufacturer such as improper storage, heat, cold, water, smoke, etc.
  - Product otherwise adulterated, misbranded, or counterfeit, as determined by Manufacturer, at its sole discretion.
- Product should be returned for destruction as directed by Manufacturer even though credit will not be provided.

CUSTOMER CLAIMS PROCESS (DIRECT CUSTOMERS)

- Manufacturer will accept Product return for credit due to (1) Damage during shipping, and (2) Shipping Errors, if the claims process is followed.
- If damage, shortage or overage is visible at the time of unloading and receipt of Product, Customer must: (1) accept and physically receive all Product, (2) sign and notate Bill of Lading with description of visible damage, (3) take photos of visible damage, (4) email the invoice number or order number in question and any applicable photos to customercare.US@sanofi.com. Photos of the damage must be submitted with the claim for credit.
- Visible damage must be reported within 10 business days of receipt and acceptance of Product.
- Concealed damage, overage and shortage claims must be reported within 30 business days of receipt and acceptance of Product.
- Product must be returned with a Return Authorization label provided by Customer Care team for all claims.
- Sanofi U.S. reserves the right to deny the credit if the claim is not reported directly to Customer Care team at customercare.US@sanofi.com.
- Where loss, shortage, breakage, leakage, or other damage has occurred in transit, Customer agrees to cooperate fully with Manufacturer to establish a claim against the transportation company.
- Request for credit submitted without appropriate documentation may be denied.
- As the Product is the property of Customer, Customer is responsible for paying Manufacturer in accordance with the invoice regardless of when credit is issued.
- Credits for damage and shortage claims will be issued at the original invoice price. Prompt pay discount and/or other discounts, if applicable, will be deducted from the credit amount.

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PRODUCT TECHNICAL COMPLAINTS (DIRECT AND INDIRECT CUSTOMERS)

- Any and all Product quality issues identified by Customer must be reported as a Product Technical Complaint (PTC) and shall not be submitted as a standard return or expired product return. Identified quality issues include but are not limited to the following:
  - Packaging Defects
  - Missing or damaged Product contents
  - Labeling concerns or discrepancies
  - Product integrity issues
- Customer shall report any Product Technical Complaint directly to Sanofi U.S. Customer Care via the following channels:
  - Phone: 1-800-372-6634
  - Email: customercare.US@sanofi.com

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These Terms govern the sale of products ("Product" or "Products") directly from Sanofi U.S. LLC (referred to as "Manufacturer"). These Terms take precedence over Customer's additional or different terms, to which Manufacturer hereby gives notice of objection. Manufacturer's acceptance of Customer's order, commencement of performance, or delivery of Products will not constitute acceptance of Customer's additional or different terms.

Part B: Terms and Sales Conditions

PRICES AND ORDERS (DIRECT CUSTOMERS)

- All orders are subject to acceptance by Manufacturer.
- 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 Manufacturer's acceptance will be changed by Manufacturer, without notice.
- All prices are subject to change without notice.
- It is Customer's sole responsibility to update all pricing schedules and Customer contracts administered by Customer, consistent with any price change made by Manufacturer. Pricing must be included on order.
- All orders must meet the established minimum/multiple order quantities.
- Manufacturer, 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 (DIRECT CUSTOMERS)

- Payment terms are clearly stated on Manufacturer invoices.
- Late payment may result in a change of credit terms at Manufacturer'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 must not deduct unauthorized amounts from payment due.

SHIPMENTS (DIRECT CUSTOMERS)

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

BACKORDERS

- In the event Manufacturer experiences a backorder on any of its Products which is expected to persist for longer than 30 calendar days, Manufacturer will reject all orders upon receipt and will require Customer to reorder Product when it becomes available. In the event a backorder has been in effect for 30 calendar days, Manufacturer will cancel all orders it has outstanding and require the Customer to reorder the Product when supply becomes available.

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CUSTOMER DISPUTES (DIRECT AND INDIRECT CUSTOMERS)

- All disputes related to pricing, discounts, credits, returns, or accounts receivable must be submitted to the Manufacturer in writing within the following timeframes:
    - Wholesaler-Distributor: Within ten (10) business days of invoice or credit memo issuance by the Manufacturer.
    - End Customer: Within thirty (30) calendar days of invoice or credit memo issuance by the third-party distributor or wholesaler.
- If the reported dispute is not resolved after one (1) year, no credits adjustments will be issued.

STORAGE AND HANDLING OF MANUFACTURER PRODUCTS (DIRECT AND INDIRECT CUSTOMERS)

- Customers taking possession of Manufacturer Products 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 Manufacturer Product labeling and instructions as well as all storage, handling, and distribution requirements of Product. Customers shall provide Products only to healthcare providers duly licensed and authorized to distribute, prescribe, dispense, or administer Product.

WARRANTY (DIRECT CUSTOMERS)

- Manufacturer 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. **MANUFACTURER 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

- Customer support inquiries may be directed by phone or email.

  Phone: 1-800-372-6634

  Customer Support email: customercare.US@sanofi.com
  *For general inquiries, credits, returns, and claims

  Order Placement email: usorders@sanofi.com

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

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Sanofi U.S. Tzield Expired Product Replacement Program Policy and Terms are applicable to all hospital in-patient pharmacies who purchase Tzield indirectly through a specialty wholesaler, from Sanofi-Aventis U.S. LLC and Genzyme Corporation (together "Sanofi U.S.").

Part C: Sanofi U.S. Tzield Expired Product Replacement Program Policy and Terms for Hospital In-Patient Pharmacies, Distribution Customers and Channel Partners

RETURN ELIGIBILITY PROGRAM

- Sanofi U.S. will replace Tzield Product only on or after expiration date printed on the carton, within a three (3) month timeframe after the Product expires. Requests after a three (3) month timeframe will be denied.
- Requests to replace Product before the expiration date will not be approved and no credits for expired Product will be issued, only replacement Tzield Product.
- Replacement Product must be shipped to the original entity or hospital in-patient pharmacy that ordered from specialty distributor. Changes or modifications to shipping entity will not be granted.
- For Hospital In-Patient Pharmacies and Distribution Customers, this program is capped at five (5) replacement kits in a calendar year. Any requests after the cap will not be accepted until the following calendar year, with recently expiring Products within a three (3) month timeframe from expiration.
- For Channel Partners, this program is capped at one (1) replacement kit in a calendar year. Any requests after the cap will not be accepted until the following calendar year, with recently expiring Products within a three (3) month timeframe from expiration.

PROCESS TO REQUEST REPLACEMENT PRODUCT

- All expired returns must be sent to Sanofi's Third-Party Processor, Inmar, Inc.
- Before shipping expired Product, please request a Return Authorization by emailing SCCustomerEngagement@sanofi.com.
- Batch number, dispensing entity name, and address that originally ordered Product must be provided. Replacement Product will not be issued without a Return Authorization label and receipt of expired Product at Inmar facility.
- After expired Product is received at Inmar, replacement Product will be shipped to the Customer.

SUBMIT SHIPPING CLAIMS

- Shipping claims such as damage, overage, and shortage must be reported to Sanofi within 10 business days of Product receipt. Please email SCCustomerEngagement@sanofi.com with specific information including pictures of the Product impacted. Sanofi U.S. will evaluate the claim and determine next steps for claims processing.