Neulasta® (pegfilgrastim) Onpro™ kit

PRODUCT RETURN POLICY

PRODUCT RETURN POLICY

For Qualified Cases of

UNUSED OR DAMAGED PRODUCT

For assistance contact **1-844-MYNEULASTA (1-844-696-3852)**

The Neulasta® Onpro™ kit includes a single dose of Neulasta® and a single-use On-body Injector for Neulasta®.

Neulasta® (pegfilgrastim) Onpro™ kit

Product Return Details for Qualified Cases of Unused or Damaged Product

SUMMARY OF THE PRODUCT RETURN POLICY FOR THE NEULASTA® ONPRO™ KIT

Product returns for the Neulasta® Onpro™ kit are governed by the Amgen return policy, which is located at: http://www.amgen.com/pdfs/misc/Amgen_Product_Return_Policy.pdf. The following is the summary of the policy for reference only.

The Neulasta® Onpro™ kit and the On-body Injector for Neulasta® are eligible for return and credit (or in certain circumstances, replacement only) in qualified cases of unused or damaged product. These cases can include the following:

- Product that came damaged from the factory (including malfunction of the On-body Injector for Neulasta®)
- Product within expiration window
- Product ordered in error directly from Amgen
- Certain product loss due to a "major disaster" with no insurance coverage
- Product returned at the direction of Amgen

Certification of circumstances of return-satisfying policy requirements is required to process the return and credit or replacement, as applicable. Unused product must be returned to Amgen as outlined in the policy.

See the full return policy at:
http://www.amgen.com/pdfs/misc/Amgen_Product_Return_Policy.pdf

Neulasta® (pegfilgrastim) Onpro™ kit

ELIGIBILITY FOR RETURNS OF DAMAGED ON-BODY INJECTOR FOR NEULASTA®

The Neulasta® Onpro™ kit – purchased directly from Amgen or from an authorized distributor – is eligible for return and credit or replacement shipment due to malfunction or failure of an On-body Injector for Neulasta®, including situations where it did not perform as described in the Instructions for Use.

Examples of ELIGIBLE Returns of the On-body Injector for Neulasta®
The On-body Injector did not activate (after being filled with Neulasta®)
The On-body Injector had flashing red status light
The On-body Injector did not adhere properly to the patient and detached before Neulasta® could be delivered
The On-body Injector leaked during administration
The On-body Injector was dropped while the needle was inserted into the medicine port
Needle was incorrectly inserted into the medicine port for the On-body Injector

Examples of INELIGIBLE Returns of the On-body Injector for Neulasta®
The On-body Injector for the Neulasta® Onpro™ kit was dropped while being transferred for storage
The Neulasta® Onpro™ kit was not stored in the refrigerator prior to use
The refrigerator in which the Neulasta® Onpro™ kit was stored malfunctioned or otherwise did not maintain the temperature at the required level specified in the Neulasta Prescribing Information

CREDIT OR REPLACEMENT SHIPMENT FOR RETURNS IN ELIGIBLE CASES

All eligible products returned in accordance with and subject to the terms and conditions set forth in the Amgen return policy are subject to valuation by Amgen in its sole discretion. Please see the full return policy at: http://www.amgen.com/pdfs/misc/Amgen_Product_Return_Policy.pdf.

The steps outlined below provide information for situations where a return is being processed for reasons other than pursuant to the Expiration Window in the Amgen return policy and when credit or replacement shipment is requested due to failure of the On-body Injector for Neulasta®. When the required information is provided, it is Amgen's policy to issue a credit to the requesting entity through its designated Amgen authorized wholesaler or to ship replacement product through the specialty pharmacy authorized by Amgen.

If applicable for eligible cases for which credit is requested, Amgen will issue a credit in an amount equal to the lower of:

a. the credit recipient's current contracted acquisition price, or, as applicable, the customer's government-mandated price, at the time product credit is requested or,

b. if the credit recipient is not a party to a contract or entitled to a government-mandated price at the time the credit is requested, an amount equal to the wholesale acquisition cost of the product at the time product credit is requested.

The amount credited will be for the total amount of returned Neulasta® Onpro™ kit.

STEP-BY-STEP PROCESS FOR RETURNS

Step 1

Prior to calling Amgen regarding a concern with the Neulasta® Onpro™ kit, collect the following information:

- Your contact information:
  - Name of your institution/clinic and the name/title of the person filing complaint
  - Mailing address*, telephone number, and email address
- Product information:
  - NDC number, lot number for the Neulasta® Onpro™ kit , expiration date, lot number for the On-body Injector for Neulasta® (found etched on the side of the unit)
  - Circumstances of complaint
- Wholesaler/distributor information:
  - Name, address, and account number for the institution/clinic

Step 2

Call the Neulasta® hotline at 1-844-MYNEULASTA (1-844-696-3852):

- Press 2 for Healthcare Professional
- Press 1 to be connected to a live agent to discuss the product return
- The agent will:
  - Require the information collected in STEP 1 above
  - Request verbal attestation on the phone
  - Arrange to send out packaging for the return of whatever component of the Neulasta® Onpro™ kit has malfunctioned
  - Ask to select the Wholesaler Credit or the Replacement Shipment option

Important note: Credit for purchase is processed independently of the return of the malfunctioned components of the Neulasta® Onpro™ kit or On-body Injector for Neulasta®.

Step 3

Receive your wholesaler credit or replacement shipment

- For Wholesaler Credit:
  - Credit will be processed within 2-3 weeks of receiving all required information
  - Once credit is issued, an email containing the credit memo will be sent to you and your wholesaler
  - Check with your wholesaler to confirm receipt of the credit (to inquire about the status of the credit, use the information from the credit memo that was emailed when the credit was issued)
- For Replacement Shipment:
  - Within 1 business day of the call to the Neulasta® hotline, a representative from the RxCrossroads specialty pharmacy will contact you to coordinate shipment and delivery
  - Once all the necessary information has been received, the replacement will be shipped overnight in the 2°C to 8°C refrigerated container

* Packaging for return of the malfunctioned component(s) of the Neulasta® Onpro™ kit will be sent to this address. In cases where the Neulasta® Onpro™ kit is with the patient, the kit should be brought back to the practice to process the return.

AMGEN
Amgen
One Amgen Center Drive
Thousand Oaks, CA 91320-1799

Neulasta® (pegfilgrastim) Onpro™ kit