

GlaxoSmithKline
RETURN GOODS POLICY
DIRECT CUSTOMERS

This shall serve as notification of GlaxoSmithKline's revised policy for the return of outdated and damaged goods, both opened and unopened, directly purchased from GlaxoSmithKline. Vaccine Direct customers (Physician Offices, Clinics) will be covered under a separate agreement.

Products Eligible for Return

The following products are eligible for return:

1. Only expired products if returned within one (1) year past expiration date, with the exception of reconstituted vials of parenteral products, which may not be returned regardless of labeled expiration date.
2. Products within 6 months of their expiration date.
3. New products if returned within 12 months following the date of launch. All new product returns, regardless of value, must be accompanied by a completed return goods authorization form.
4. Returns resulting from GSK shipping errors.
5. Discontinued products returned within the guidelines established in the current policy and/or as outlined in the discontinuation notice. For a complete list of discontinued products, please visit our website at www.gsk-ecs.com

With the exception of new product returns and return exceptions, authorization forms are not required. Effective 8/17/07, direct customers must ship eligible GlaxoSmithKline products to:

GSK Pharmaceuticals Trade
c/o Stericycle Inc.
2670 Executive Drive Suite A
Indianapolis, IN 46241

All products must be in original containers. Return exceptions must be accompanied by a completed return goods authorization form, including authorization number. This number can be obtained from GlaxoSmithKline Customer Relations at 1-800-877-1158 or GlaxoSmithKline Vaccine Service Center at 1-866-475-8222. NOTE: THIS RETURN AUTHORIZATION IS BEING ISSUED UPON UNCONFIRMED REPRESENTATIONS MADE TO GSK AND IS NOT INTENDED TO BE A GUARANTEE OF REIMBURSEMENT OR A BASIS FOR RELYING UPON REIMBURSEMENT. REIMBURSEMENT FOR RETURN GOODS IS SUBJECT TO VERIFICATION BY GSK OR ITS VENDOR THAT THE RETURNED PRODUCT FALLS WITHIN GSK'S GUIDELINE FOR RETURN GOODS REIMBURSEMENT.

Products Not Eligible for Return

1. No credit will be issued for items that have been involved in a sacrifice, fire, or Bankruptcy sale; or items that have been damaged by fire, water, or smoke.
2. No credit will be issued for merchandise sold expressly on a non-returnable basis.
3. No credit will be issued for frozen products.
4. No credit will be issued for merchandise that has been re-packaged.
5. No credit will be issued for professional samples.
6. No credit will be issued for merchandise obtained illegally or via diverted means.
7. No credit will be issued when proof-of-purchase cannot be verified.
8. GSK will not accept any opened or unopened package returns taken back by the wholesaler from its customers.

9. Divested products outside the guidelines established within the divestiture notice. For a complete list of divested products, please visit our web site at www.gsk-ecs.com.

Credit will be issued only on products purchased from or distributed through one of GlaxoSmithKline's authorized domestic wholesale distributors or GlaxoSmithKline's distribution centers.

Basis of Credit

All eligible products returned in unopened or partial containers, in accordance with and subject to the other terms and conditions set forth herein, are subject to valuation by GlaxoSmithKline in its sole discretion. There will be no cash refunds. Reimbursements will be issued based on current list price less ten-percent (10%)** of the merchandise returned, unless otherwise required by applicable law. GlaxoSmithKline will accept returns according to the GlaxoSmithKline Return Goods Policy and Distribution Agreement and issue a credit memorandum for returned goods. Any right of set-off for return goods may only be exercised following receipt of a properly issued credit memorandum. For opened bottles, credit will be estimated to the nearest one-fourth or by individual tablet count.

Returned quantities will be audited by GlaxoSmithKline's returned goods processor and final credit will be based on returned goods processors count.

All returns for overstock merchandise will be handled on an exception basis only. All such returns must be authorized by the seller and product must be saleable in the original, unopened package.

Transportation

Payment of transportation for returns must be prepaid. It is suggested that the account returning products insure all shipments. GlaxoSmithKline cannot be responsible for shipments lost in transit. If you have any questions about any special handling or transportation instructions, please visit our website at www.gsk-ecs.com to view our product MSDS.

Special Instructions

Products received by GlaxoSmithKline not meeting the above guidelines will not be returned to Purchaser and no credit will be issued. GlaxoSmithKline has the right to destroy any return goods in its custody. This statement of policy shall supersede and/or serve as notice of termination of any previous agreement or policy, whether written, oral, or established through course of dealing between you and GlaxoSmithKline with respect to the subject matter hereof.

GlaxoSmithKline's return goods policy is subject to change at any time and without prior notice to other parties.

****Applicable GSK contract terms may override this policy****