

Alfasigma USA, Inc.
Bulk Ingredients
Return Goods Policy
Effective December 13, 2017

This Policy shall govern all returns of bulk ingredients sold by Alfasigma USA, Inc. ("Alfasigma") fka Sigma-Tau Healthscience USA, Inc. The products listed below will only be accepted for return due to the following conditions. Documentation in the form of written and/or visual for proof is required for all returns.

- Fails analytical/nutritional or microbial testing as outlined by the manufacturers specifications (must provide proof)
- Damaged goods, but only when received damaged (must provide pictures for documentation)
- Contamination found in the original container, not if processed with something else. (must provide pictures for documentation)
- Incorrect/no labeling on container when received
- Incorrect material
- Incorrect manufacturer

Packaging	US Description	Product Code
25 Kg	ACETYL L-CARNITINE HCl	6055-25
25 Kg	L-CARNITINE BASE	6051-25
25 Kg	L-CARNITINE HCl	6054-25
25 Kg	L-CARNITINE FUMARATE	6052-25
25 Kg	L-CARNITINE TARTRATE	6086-25
1 Kg	ACETYL L-CARNITINE HCl	6055-01
1 Kg	L-CARNITINE BASE	6051-01
1 Kg	L-CARNITINE HCl	6054-01
1 Kg	L-CARNITINE FUMARATE	6052-01

Packaging	US Description (Discontinued Products)	Product Code
25 Kg	ACETYL-L-CARNITINE TAURINATE HCl (L-TAURO [®])	6083-25
25 Kg	ACETYL L-CARNITINE ARGINATE HCl (ARGINOCARN [®])	6087-25
25 Kg	GLYCINE PROPIONYL L-CARNITINE HCl (GLYCOCARN [®])	6084-25
25 Kg	DURACARN [®]	6053-25
1 Kg	ACETYL L-CARNITINE TAURINATE HCl (L-TAURO [®])	6083-01
1 Kg	ACETYL L-CARNITINE ARGINATE DIHCl (ARGINOCARN [®])	6087-01
1 Kg	GLYCINE PROPIONYL L-CARNITINE HCl (GLYCOCARN [®])	6084-01
1 Kg	DURACARN [®]	6053-01

All returnable items *must* comply with the guidelines below:

A. All return requests must contain a return goods authorization (RGA) form issued by Alfasigma Customer Service at raworders@alfasigmausa.com. If possible, returns should be accompanied with the original purchase order or invoice number. Return shipments without an RGA number will not be issued credit. Products that do not qualify for credit will be destroyed and will not be returned to the customer. Customer will be notified of non-credited items.

B. Shipping errors, damaged product, or order discrepancies only must be reported within 15 business days from receipt of product. Failure to report order discrepancies releases Alfasigma from all liability.

C. Any failure of analytical/nutritional or microbial testing as outlined by the manufacturer's specifications must be reported within 30 business days from receipt of product. Failure to report testing results releases Alfasigma from all liability.

D. Return shipping will be paid by Alfasigma only for shipping errors, damaged or compromised product during shipment, or discontinued or recalled product within 6 months of the recall date.

E. Expired Product will not be accepted for return.

F. Alfasigma reserves the right to request proof of purchase through authorized distribution channels, does not accept overstock product as returns, and reserves the right to destroy, without credit or exchange, product that is returned and is not in compliance with this policy.

G. If the above listed conditions are met, approved returns will be issued credit at the original invoice price.

H. This 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 Alfasigma with respect to the subject matter hereof. Applicable contract terms may override this Policy when the parties sign a written agreement in which specific reference is made that the contract terms are meant to override or supersede this Policy. Alfasigma's Returned Goods Policy is subject to change at any time and without prior notice to other parties.

I. Authorized returns can be sent to Bruzzone Shipping, Inc., 224 Buffalo Avenue, Freeport, NY 11520-4711