

PRODUCT REPLACEMENT PROGRAM

Damaged or Unusable Product

In the event DEXTENZA is deemed unusable* after purchase, the insert can be replaced via DEXTENZA360 in qualifying circumstances.

FOR RETURNS OF EXPIRED PRODUCT OR PRODUCT DAMAGED IN SHIPMENT, please contact your distributor for return.

DEXTENZA Replacement Process:

- 1** **CONTACT** DEXTENZA360 at **1-800-339-8369** to request a **Product Eligibility Attestation Form**
- 2** **COMPLETE, SIGN, and FAX** the **Attestation Form**, along with **Product Invoice**, to **1-855-518-7564**
- 3** Once the Attestation Form is received and approved, you should **RECEIVE** your DEXTENZA replacement product within 48-72 business hours (shipped from CardinalHealth).

CONTACT DEXTENZA360 FOR INFORMATION ON PROGRAM ELIGIBILITY AND ADDITIONAL REQUIREMENTS.

PLEASE NOTE:

The physician/provider must attest that the information provided is true, accurate and complete to the best of his/her knowledge.

Product replacement is subject to adherence to Ocular Therapeutix policies and procedures regarding product replacement and Ocular Therapeutix right, in its sole discretion, to deny replacement when misuse is suspected.

Physician/facility must provide a description of the incident and/or damage. Physician/provider will properly dispose of spoiled/damaged DEXTENZA and attest to doing so. The replacement process must be initiated within 30 days of spoilage/damage.

FOR PRODUCT COMPLAINTS, PLEASE CALL DEXTENZA360 AT 1-800-339-8369

* Product is deemed unusable if:

- The product was mishandled, dropped, or broken;
- The product was inappropriately stored, refrigerated, or frozen;
- The product is deemed not appropriate for administration before, during, or after the procedure.