PRODUCT REPLACEMENT PROGRAM UTILIZED FOR DAMAGED OR UNUSABLE PRODUCT



In the event DEXTENZA® is deemed unusable* after purchase, the insert can be replaced via DEXTENZA 360^{TM} in qualifying circumstances.

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

DEXTENZA Replacement Process:

- VISIT us at DEXTENZA.com or CONTACT
 DEXTENZA360 at 1-800-339-8369 to request a form.
- COMPLETE, SIGN, and FAX the Product
 Replacement Form to 1-855-518-7564

REPLACEMENT FORMS



PRODUCT UNITS 1-5 PR

PRODUCT UNITS 6+

- Physician/facility must provide a description of the incident and/or damage and properly dispose of spoiled/damaged DEXTENZA with documented attestment of doing so. The replacement process must be initiated within 30 days of spoilage/damage.
- Once the Product Replacement Form is received and approved, customer should **RECEIVE** your replacement product within 5-10 business days (shipped from Cardinal Health).

PLEASE NOTE:

- The physician or 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 and Ocular Therapeutix has the right, in its sole discretion, to deny replacement when misuse is suspected.

*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.



Contact DEXTENZA360 at 1-800-339-8369 for information on program and additional requirements. Monday - Friday 8:00AM - 8:00PM EST/EDT

