

Terms and Conditions for the Astellas Breakage and Spoilage Program

Terms and Conditions

- A Breakage and Spoilage Replacement Program Form (including a description and/or photo of the damaged/spoiled product) must be submitted, and the broken/spoiled product must be returned in accordance with instructions if possible
- The Breakage and Spoilage Replacement Program Form must contain sufficient information to assess potential qualification for this replacement, as well as a signature by the eye care professional (ECP) (or an authorized agent in the ECP's practice acting on behalf of the ECP) attesting to the information provided
- Replacements will not be provided if it is determined that breakage or spoilage was a result of intentional misuse or wrongdoing. The situation resulting in breakage/spoilage must have been beyond the control of the ECP
- The broken/spoiled product must have been prescribed consistent with the product's on-label indications for use, there must be no insurance policy coverage for replacement of the broken/spoiled product, there must be no claim submitted to any payer for the broken/spoiled product, and no charge to the patient for the broken/spoiled product
- Free sample product is not eligible for replacement under this program
- Each spoilage incident must be reported separately. Large batch replacements will only be considered in the event of natural disaster
- Astellas will not replace any product if any portion of the product has been administered or is intended to be administered to the prescribed patient or to another patient
- Astellas retains the right to make the final decision regarding any breakage or spoilage replacement request. Returned product is subject to analysis. All breakage or spoilage replacement requests are subject to review at Astellas' sole discretion, and all decisions by Astellas are final
- Astellas reserves the right to modify or revoke this program at any time without notice
- More than 4 vials replaced will trigger escalation with Astellas personnel
- Provision of product under this program is not contingent upon future purchase or prescribing of IZERVAY

- Nothing in this program is intended to induce or reward prescriptions or referrals of Astellas products. This program is solely for the purpose of facilitating proper use of Astellas products. The acceptance of any replacement product under this program in no way obligates the ECP to use IZERVAY for any patient
- Additional terms and conditions apply