

## END-USER CUSTOMER RETURN GOODS POLICY

1. All returned Product(s) **require** prior authorization and a Returned Goods Authorization ("RGA") from Delcath. Authorizations can **only** be obtained by contacting the Delcath Customer Service Team at [eucustomerservice@delcath.com](mailto:eucustomerservice@delcath.com) or by telephone at +353 (0) 91 746200
2. To obtain a Return Goods Authorization (RGA), please specify the reason for return, invoice number, order number, item number, quantity, lot number and expiration date
3. All returned Products must be received in their original sterile packaging and in saleable condition. Special or custom ordered Products or Products that have been opened, damaged or tampered with are not eligible for return
4. Returned Products must be accompanied by a copy of the original sales invoice and packing slip
5. Delcath will not issue credit or accept any returned Products for expired Products or Products with less than 3 months remaining on its stated expiration date
6. Full credit will be issued for any Products returned due to a processing error, shipping error, or picking error by Delcath
7. Delcath reserves the right to determine the eligibility of Products which qualify for credit when returned. Delcath will only issue credit for authorized returned Products, returned in acceptable condition. No deduction can be taken at any time without Delcath's prior written approval and a credit invoice
8. The customer is responsible for the shipping charges for returned Products unless the return is a result of a Delcath error
9. Returns should be appropriately packaged and clearly labelled with the RGA Number on the outer shipping carton and returned to:

Delcath Systems Limited, Unit 19 Mervue Business Park, Galway, Ireland H91 EP89

**Attention: Logistics Department**

Phone: +353 (0) 91 746200

10. For returns associated with Product complaints, please contact Customer Service for special instructions

**DEL CATH RESERVES THE RIGHT TO AMEND THIS POLICY AT ANY TIME WITHOUT PRIOR NOTICE**