



Dear GRx customer,

Please be advised that Devos Ltd. (d/b/as "Guaranteed Returns" or "GRx") has been placed on the HHS OIG exclusion list, effective February 20, 2024. This is a result of legal action taken against the company for activities that occurred between 1999 and 2014 and which are not a reflection of the company's present personnel operations.

It has been our honor and pleasure to serve the pharmaceutical return needs of an amazing industry comprised of highly regarded individuals who have become our friends, supporters, and cheerleaders. It has also been a privilege to lead the company and its dedicated employees in the herculean task of rebuilding the company since its indictment over nine years ago. It was no easy feat, and we couldn't have done it without you, all the people who believed in us, and remained loyal to GRx.

The OIG exclusion is effective February 20, 2024, and we offer the following guidance:

- Effective immediately we will no longer accept any new return products.
- With respect to a product already received by GRx, will be processed, and returned to the manufacturer for credit consideration.
- Any products received after February 23, 2024, will be necessarily refused by our facility and returned to sender.
- We are working with the wholesalers to determine how outstanding credits will be handled and will keep you advised as we know more.
- If you have Indated products being held by GRx, excluding Controls which legally cannot be returned to you, please contact Customer Service to discuss your product recovery options. Customer Service can be reached at 1.800.473.2138, [custmrsvc@guaranteedreturns.com](mailto:custmrsvc@guaranteedreturns.com) or via Chat from the home page of our website, [www.guaranteedreturns.com](http://www.guaranteedreturns.com).

Thank you for your business and support throughout the years. We wish you all the best going forward.

Sincerely,

A handwritten signature in black ink, appearing to read 'Paul Nick', written over a circular scribble.

Paul Nick  
President & CEO, GRx