

INFLUENZA VACCINE RETURNS FREQUENTLY ASKED QUESTIONS

Q: Where should I send my returns?

A: CSL Seqirus uses Inmar Pharmaceutical Services for all influenza vaccine returns. Please send returns to:

Inmar Rx Solutions
3845 Grand Lakes Way Suite 125
Grand Prairie, TX 75050

Q: How do I start my return?

A: If you have an account with Inmar, log in to <https://hrm.reskureturns.com> to start your return. If you do not have an Inmar account, download a copy of our Influenza Vaccine Return Form, available at <https://www.flu360.com/flu-vaccine-resources>, for full instructions on how to start your return.

Q: How long does it take Inmar to provide a label?

A: Inmar takes about 2-3 business days to provide a Return Authorization (RA) box label. You will need to request a shipping label from UPS or FedEx, as one will not be provided for you.

Q: What products can I return?

A: CSL Seqirus encourages customers to return all expired or unused CSL Seqirus influenza vaccines once they are done administering to patients. Products covered by our right of return program will be considered for credit and federal excise tax reimbursement. All eligible returns outside of right of return eligibility will receive a federal excise tax reimbursement.

Q: How do I determine if I qualify for right of return eligibility?

A: Our right of return eligibility can be found in the returns section of our Sales Terms and Conditions, available on our website <https://www.flu360.com/terms-conditions-sales-april-2023-2024> or in your CSL Seqirus contract for the relevant influenza season.

Q: Are there any restrictions on what I can return?

A: Returns including partial vials, damaged or broken vials/syringes and vaccines returned in biohazard bags are not to be returned and will not be eligible for credit or federal excise tax reimbursement.

Q: Can I return vaccines directly to CSL Seqirus if I ordered through a wholesaler/distributor?

A: No, any vaccines purchased through a wholesaler or distributor must be returned to that respective company in accordance with their returns policy. CSL Seqirus will not be able to credit returns made from indirect customers.

Q: Who is responsible for the shipping costs associated with the return?

A: Shipping costs for the return of expired or unused influenza vaccines are the responsibility of the returning party. You will need to request a shipping label from UPS or FedEx.

Q: Do vaccines being returned require refrigeration?

A: No refrigeration is required on any return shipments sent to Inmar, nor do the products need to be in the original packaging.

Q: How long do I have to return my unused vaccine?

A: All expired or unused vaccines for a particular influenza season must be received at Inmar by June 30th of the following year, or the return by date listed in your contract, whichever is later.

Q: Can I mail my influenza vaccines to Inmar with my other product returns?

A: To ensure the fastest possible turnaround for your credit, we ask that you return CSL Seqirus influenza vaccines separate from other pharmaceutical returns, or non-CSL Seqirus influenza vaccines.

Q: Can I use a different returns company to have my vaccines destroyed?

A: CSL Seqirus can only issue credit for product that has been validated and destroyed by Inmar Pharmaceutical Services. If your chosen returns company can facilitate a shipment to Inmar on your behalf, the return can be accepted and considered for credit.

Q: How long will it take to receive my credit?

A: Please allow 90 days from the returns deadline for credit(s) to be issued to your CSL Seqirus account. A copy of your credit(s) will be mailed to the billing address or email we have on file for your account.

Q: Why is my credit taking longer than 90 days to be issued?

A: Delays can occur processing your return for many reasons. We encourage you to keep a record of your forms and tracking information so discrepancies can be resolved most efficiently.

Q: How do I apply a credit to my invoices?

A: If you have an account on flu360.com you will have the ability to apply your credit to an open invoice. If you do not, email Accounts Receivable at usainc.accountsReceivable@seqirus.com with your account number, credit number and invoice(s) to action your credits.

Q: How can my credit be rectified if there is an error?

A: Contact the returns department at returnrequest.us@seqirus.com for all issues and other inquiries regarding end of seasons returns.

Product Returns Checklist

- Fill out a return form available at <https://www.flu360.com/flu-vaccine-resources>
- Contact Inmar to obtain a Return Authorization (RA) box label(s).
 - Each box requires its own RA label.
- Do not mix CSL Seqirus products with any other manufacturers' products.
- Place your Return Authorization (RA) label on the outside of the box or pallets. Each box requires its own Returns Authorization (RA) label. Do not make copies of the RA.
- Place a copy of your Return Authorization (RA) inside the return box(es).
- Obtain shipping label from UPS or FedEx at your own expense.
- Place shipping label on the outside of the box or pallets.
- Verify that both labels are visible and legible before shipping to Inmar.
- Ship products to Inmar for delivery by your contractual deadline.
 - Ex: If you have a deadline of 6/30, your doses must be at Inmar's facility on or before 6/30.
- Keep records and tracking information for all product returns.

Additional information regarding product returns can be found at <https://www.flu360.com/flu-vaccine-resources>