



Influenza Vaccine Product Return Policy

Effective January 16th, 2019

What can be returned:

All Seqirus influenza vaccine product, including product purchased from either Seqirus Inc. and/or Seqirus USA Inc.

Returns Processing Agent:

FedEx Supply Chain (formerly known as Genco)

Eligibility Criteria for Full Purchase Credit of Return:

- Customer (or Customer's Third Party Return Processor on their behalf) ships product to the FedEx Supply Chain address listed below with delivery receipt occurring at FedEx Supply Chain by the contractual deadline date or the final business day of June of the following year, whichever comes first.
- Full Purchase Credit is defined as purchase price plus FET (Federal Excise Tax)
- Customer must obtain a Return Goods Authorization (RGA) in advance of sending their return. Returns for full credit will not be accepted without a valid RGA. Any doses received without a valid RGA will be given FET credit only.
- Partially used Multi-Dose Vials will not qualify for Full Purchase Credit.
- Individual un-used Pre-filled Syringes will qualify for Full Purchase Credit.
- Product receipt and processing at FedEx Supply Chain must be verified by Seqirus to be considered for Full Purchase Credit.
- Damaged or broken vials/syringes should not be returned, and if returned will not be eligible for credit.
- Product returned within biohazard, or hazardous material containers/bags will not be accepted for return and will be ineligible for credit.

Eligibility Criteria for FET Credit of Return:

- Additional product, that is not inclusive of the Full Purchase Credit, will be eligible for FET Credit only of \$0.75/ds.
- Partially used Multi-Dose Vials will not qualify for FET Credit.
- Individual un-used Pre-filled Syringes will qualify for FET Credit.
- No RGA is required to return product to FedEx Supply Chain.
- No contractual deadline is assumed for FET Credit of the Return.



Please note:

Purchasers of Seqirus Product through Third Parties, e.g Wholesalers:

Customers must not return product directly to FedEx Supply Chain, but through their third party supplier who purchased directly from Seqirus, unless specified otherwise by their individual contract with Seqirus.

Third Party Return Processors:

Product returns from third party processors, acting on behalf of the customer, will be accepted provided the processor complies with this Influenza Vaccine Product Return Policy.

How to obtain a Return Goods Authorization number:

1. Complete the Seqirus RGA form. The RGA form can be requested through Seqirus Customer Service via;
 - a. Download a copy of the form from our website:
<https://flu.seqirus.com/flu-vaccine-resources>
 - b. 855-358-8966, Monday through Friday 9AM – 8PM EST, excluding holidays, or,
 - c. email at customerservice.us@seqirus.com.
2. Submit the completed RGA form to Seqirus Customer Service, who will reply with a unique RGA identifier within two business days.

How to Return

1. Include the completed RGA form with your return.
2. Reference the RGA number provided by Customer Service on the packing list/shipping label of your return.
3. If multiple RGA's are being returned within a single delivery to FedEx Supply Chain, assure returned product with the associated RGAs are distinctly separated (with appropriate labeling if needed) within the delivery. Failure to do so may result in inaccurate accounting of the return or a delay of the crediting process.
4. All costs for returns are the responsibility of the purchasing customer, or their authorized 3rd party return solution, not the manufacturer.
5. Returned products do not require refrigerated packaging.
6. Returns should be sent to:

**Seqirus at FedEx Supply Chain
6101 N. 64th Street
Milwaukee, WI 53218**