



## **Influenza Vaccine Product Return Policy**

Effective December 4, 2017

### **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:**

- Full Purchase Credit is defined as purchase price plus FET (Federal Excise Tax)
- Customer must obtain a Return Goods Authorization (RGA) in advance of their contractual returns deadline or May 31<sup>st</sup> of the following year, whichever comes first.
- 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 June 30<sup>th</sup> of the following year, whichever comes first.
- 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.
- Up to 20% of purchased product within a selling season can be returned for Full Purchase Credit or, according to obligations dictated by your unique contractual arrangement.

### **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 should not return product directly to FedEx Supply Chain, but through their third party supplier who purchased directly from 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. 855-358-8966, Monday through Friday 9AM – 5PM EST, excluding holidays, or,
  - b. email at [customerservice.us@seqirus.com](mailto: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 3<sup>rd</sup> 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**