

# INFLUENZA VACCINE RETURNS

## FREQUENTLY ASKED QUESTIONS

**Q: Where should I send my returns?**

A: Seqirus uses Inmar Pharmaceutical Services for all of its 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 the return process?**

A: If you have an account with Inmar, you can log in to <https://returns.healthcare.inmar.com> to start the returns process. If you do not have an Inmar account, please download a copy of our Influenza Vaccine Return Form, available at <https://www.flu360.com/flu-vaccine-resources/product-return-form>, for full instructions on how to start the return process.

**Q: What products can I return?**

A: Seqirus encourages customers to return all expired or unused 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: Are there any restrictions on what I can return?**

A: Please note that returns including damaged or broken vials/syringes and vaccines returned in biohazard bags should not be returned, and if returned will not be eligible for credit.

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

A: Our standard right of return eligibility can be found in the returns section of our Sales Terms and Conditions, available on our website [www.flu360.com/flu-vaccine-resources](http://www.flu360.com/flu-vaccine-resources). Specific right of return eligibility that was agreed to Seqirus can be found in your sales contract for the relevant influenza season. Please note that open, partial vials can be returned for destruction, but are not eligible for credit.

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

A: Any vaccines purchased through a wholesaler or distributor should be returned to that respective company in accordance with their returns policy. 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.

**Q: Do vaccines being returned require refrigeration?**

A: No refrigeration is required on any return shipments sent to Inmar.

**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 by Inmar by June 30<sup>th</sup> 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 Seqirus influenza vaccines separate from other pharmaceutical returns, or non-Seqirus influenza vaccines.

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

A: 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 8-10 weeks from Inmar's receipt of return for credit to be issued to your Seqirus account. A copy of your credit will be mailed to the billing address or email we have on file for your account.

**Q: Why is my credit taking longer than 10-weeks to be issued?**

A: Please note that delays can occur processing your return for many reasons. We encourage you to keep a record of your forms and tracking information in case a return is misplaced at Inmar.

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

A: Once a copy of the credit is received, you are able to contact our Accounts Receivable team by emailing them ([usainc.accountsReceivable@seqirus.com](mailto: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: Please contact the returns department at [returnrequest.us@seqirus.com](mailto:returnrequest.us@seqirus.com) for all issues and other inquiries regarding end of seasons returns.