



# Pfizer non-mRNA Inventory Returns Program

To help support the return of eligible inventory of Abrysvo, Pevnar 20, Penbraya, Trumenba, and TicoVac

## How should I proceed with the return of Pfizer Vaccines?

### INITIATE RETURN



### PACK & SHIP



### CREDIT ISSUED



## Customers should follow the following process:

### 1 INITIATE RETURN

- Pfizer Vaccines supplied through the Vaccines for Children (VFC) Program or from any government agency or program are not eligible for this Program
- Go to <https://hrm.reskureturns.com/landing> to initiate the return
  - Existing Inmar customers should complete the online Return Authorization (RA) form
  - New customers can create an Inmar account or complete the RX Return Box Label Request Form, which can be obtained by calling Pfizer Customer Service at 1-800-666-7248, Option 2. The completed form can be emailed to [rarequest@inmar.com](mailto:rarequest@inmar.com) for a Return Authorization (RA)
  - Please contact Inmar Customer Service at 1-800-967-5952 if you have questions

### 2 PACK & SHIP

- Pack the return material in a container suitable for shipment and send returns to:  
Inmar Rx Solutions, Inc.  
3845 Grand Lakes Way, Suite 125  
Grand Prairie, TX 75050  
ATTN: Pfizer Vaccines Return [include brand name(s) of doses being returned]

### 3 REFUND OR CREDIT

- Please allow 4-6 weeks for credit processing
- For orders purchased directly through Pfizer, a credit will automatically be processed. To request a check in lieu of a credit, customers may email their request to: [GFSAMER\\_SAPCollections@pfizer.com](mailto:GFSAMER_SAPCollections@pfizer.com)
- For orders purchased indirectly, appropriate credit for eligible returns will be issued through the wholesaler indicated on the completed RA form

For questions, please email [USCUSTS@Pfizer.com](mailto:USCUSTS@Pfizer.com) or call Pfizer Customer Service at 1-800-666-7248, Option 2

# Pfizer mRNA Inventory Returns Program

To help support eligible inventory returns of 2024-2025 Formula COVID-19 vaccines by BioNTech and Pfizer

## Returns Program for Commercially Purchased Doses

For any questions on VFC returns, refer provider to their state immunization program

Select information on returning 2024–2025 Formula COVID-19 vaccines by BioNTech and Pfizer (that are anticipated to be updated later this year, pending direction from Food and Drug Administration)

As you assess purchasing and inventory of 2024–2025 Formula COVID-19 vaccines by BioNTech and Pfizer, consider:

- **6 months through 4 years of age multiple-dose vial and 5 through 11 years of age single-dose vial:**
  - 100% of purchased doses—including doses remaining in partially used vials (multiple-dose vials in which 1 or 2 doses have been administered) of the 6 months through 4 years of age presentation are eligible for return for 100% of the lowest contracted price
  - Dose returns will be processed as they come in rather than after the returns window. This means these doses can be returned at any time prior to September 15, 2025, and credit will be processed, subject to the Terms and Conditions in the Return Goods Policy
- **12 years of age and older single-dose glass prefilled syringe (DO NOT FREEZE):**
  - 30% returnable for the 12 years of age and older single-dose glass prefilled syringe (DO NOT FREEZE)
- Returns for the 12 years of age and older single-dose glass prefilled syringe (DO NOT FREEZE) will be processed after the returns window. Doses can be returned at any time (after product expiration) prior to September 15, 2025, and credit will be processed, subject to the Terms and Conditions in the Return Goods Policy

ASSESS INVENTORY



INITIATE RETURN



PACK & SHIP



PROCESSING



REFUND OR CREDIT



### 3 steps to return 2024–2025 Formula COVID-19 vaccines by BioNTech and Pfizer

#### 1 ASSESS INVENTORY

- Conduct an inventory count of remaining 2024–2025 Formula COVID-19 vaccines by BioNTech and Pfizer

#### 2 INITIATE RETURN

- Go to <https://hrm.reskureturns.com/landing> to initiate the return
  - Existing Inmar customers are encouraged to complete the online Return Authorization (RA) form
  - New customers can create an Inmar account or complete the RX Return Box Label Request Form, which can be obtained by calling Pfizer Customer Service at 1-800-666-7248, Option 2. The completed form can be emailed to [rarequest@inmar.com](mailto:rarequest@inmar.com) for a Return Authorization
  - Please contact Inmar Customer Service at 1-800-967-5952 if you have questions

#### 3 PACK & SHIP

- Pack the return materials in a container suitable for shipment and send returns to:

Inmar Rx Solutions, Inc.  
3845 Grand Lakes Way, Suite 125  
Grand Prairie, TX 75050  
ATTN: COVID-19 Vaccines Inventory Returns Program



#### REFUND OR CREDIT

- Please allow 4-6 weeks for credit processing
- For orders purchased directly through Pfizer, a credit will automatically be processed. To request a check in lieu of a credit, customers may email their request to: [GFSAMER\\_SAPCollections@pfizer.com](mailto:GFSAMER_SAPCollections@pfizer.com)
- For orders purchased indirectly, appropriate credit for eligible returns will be issued through the wholesaler indicated on the completed RA form

**BIONTECH**

Manufactured for  
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Marketing Authorization Holder



Manufactured by  
Pfizer Inc.  
New York, NY 10001

**For questions, please email [mRNAVaccines@pfizer.com](mailto:mRNAVaccines@pfizer.com)  
or call Pfizer Customer Service at 1-800-666-7248**

COVID-19 vaccines from BioNTech and Pfizer, which are based on BioNTech proprietary mRNA technology, were developed by both BioNTech and Pfizer.

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