

Quick Guide

Returning Vaccines and Biologics

Ready to return some vaccines or biologics? No problem. I'll help you every step of the way. You can easily return your expired vaccines and view the status of past returns using VaccineShop's Returns Center. To get started, visit VaccineShop.com/returns or select **Returns** from the navigation bar at the top of the screen.

Create a Return

1. How many doses will you return? Search by product name or NDC code to locate each item you'd like to return and add it to the return form. If you're returning influenza vaccines, use the pre-populated list of eligible influenza products. Don't forget to enter the number of doses.

VACCINE PRODUCTS



of boxes



1



Next, it's time to choose the number of boxes you'll use to ship your return. Be sure to only enter the number of boxes that you're ready to return right now. If the number you enter and the number of boxes you actually ship don't match, it could hold up your return.

Finally, choose who will get our email notifications and click **Submit**. Once you send the form, some more instructions will appear, along with a link to download your return authorization labels. Just print it out, box 'em up, attach both the return label and shipping label, and send it our way. You can download a PDF of your RA at anytime from your **Return History**.

Submit



Double-check your products, quantities and shipping box count for accuracy, then submit.

2. Package and ship products.

- Download and print your RA labels and secure them to the outside of each shipping box
- Obtain shipping label from a carrier (such as FedEx or UPS), add the shipping label to the boxes, and ship to:



Inmar RX Solutions
3845 Grand Lakes Way
Grand Prairie, TX 75050

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Return Status

The **Return history** table lists the status of your returns. The four statuses are:

- **RA issued:** Return authorization initiated
 - Box(es) still need to be shipped to Inmar
- **Received:** All boxes associated with the RA have been received by Inmar and await processing
- **Processed:** Return has been processed by Inmar and awaits final review by our teams
- **Complete:** Return complete and applicable credit issued

You can access your return information details by clicking the return number in the table, or print and download the information using the **Actions** menu. If you need to reprint RA labels or adjust shipping boxes, simply select the corresponding option from the **Actions** menu.

Date created ▾	Return #	Status ?	Credit #	Credit date	Credit issued	# of shipping boxes	Actions
12/09/2022	012345678901234567890	RA Issued	—	—	—	—	⋮
12/09/2022	012345678901234567890	RA Issued	—	—	—	—	⋮
12/09/2022	012345678901234567890	RA Issued	—	—	—	—	⋮
12/09/2022	012345678901234567890	RA Issued	—	—	—	4	⋮
10/03/2022	012345678901234567890	RA Issued	—	—	—	5	⋮
10/03/2022	012345678901234567890	RA Issued	—	—	—	2	⋮

- Add shipping boxes & additional RAs
- Reprint issued RA labels
- Download return information
- Print return information

If you have questions, please reach out to our customer service team at **1-800-VACCINE (1-800-822-2463)** or [click here to email](#).