

INFLUENZA VACCINE RETURNS FREQUENTLY ASKED QUESTIONS

Q: Where should I send my returns?

A: CSL Seqirus uses Inmar Rx Solutions for all influenza vaccine returns. Please send returns to:
Inmar Rx Solutions
3845 Grand Lakes Way Suite 125
Grand Prairie, TX 75050

Q: How do I initiate my return?

A: If you have an account with Inmar, log in to hrm.healthcare.inmar.com to start your return. If you do not have an Inmar account, download a copy of our Influenza Vaccine Return Form, available at [Your flu360 Returns | CSL Seqirus flu360](#), for full instructions on how to start your return.

Q: How long does it take Inmar to provide a label?

A: Inmar takes about 7 business days to provide a Return Authorization (RA) box label. Please request all RA labels no later than **June 10th** to ensure returns are received at Inmar before the deadline on **June 28th**. Please keep in mind to plan accordingly as Inmar is closed on weekends.

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. You will need to request a shipping label from UPS or FedEx.

Q: What is a debit memo or PO #?

A: A debit memo or PO # is the reference number used at the time the return is initiated. You can choose your own or Inmar will assign one to each return. This will be the number referenced in the PO field on your credit.

Q: What invoice does my return credit relate to?

A: Unfortunately, there is no way for us to link end of season returns to the original in season invoice unless you use that invoice number as the debit memo reference number when you initiate your return.

Q: What products can I return?

A: CSL Seqirus encourages customers to return all expired or unused CSL Seqirus influenza vaccines once they are done administering to patients for proper destruction. Products covered by our right of return program may be considered for credit and federal excise tax reimbursement. All eligible returns outside of right of return eligibility will be considered for federal excise tax reimbursement.

Q: Are there any restrictions on what I can return?

A: Partial vials, damaged or broken vials/syringes and vaccines returned in biohazard bags are not to be returned and will not be eligible for credit or federal excise tax reimbursement.

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

A: Our right of return eligibility can be found in the returns section of our Sales Terms and Conditions, available on our website [flu360 Terms & Conditions of Sale](#) or in your CSL Seqirus contract for the relevant influenza season.

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

A: Any vaccines purchased through a wholesaler/distributor must be returned to that respective company in accordance with their returns policy. CSL Seqirus will not be able to credit returns made from indirect customers.

Q: Do vaccines require refrigeration to return?

A: No refrigeration is required on any return shipments sent to Inmar, nor do the products need to be in the original packaging.

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 at Inmar before **June 28th** 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: All CSL Seqirus influenza vaccines must be separated from other non-CSL Seqirus returns. CSL Seqirus will not be able to credit returns mixed with non-CSL Seqirus returns.

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

A: CSL Seqirus can only issue credit for products that have been validated and destroyed by Inmar. If your chosen returns company can facilitate a shipment to Inmar on your behalf, the return can be accepted and considered for credit. Any potential credits will be calculated based on Inmar's dose count.

Q: How long will it take to receive my credit?

A: Please allow 90 days from the returns deadline for credit(s) to be issued to your CSL Seqirus account. A copy of your credit(s) will be mailed to the billing address or email we have on file for your account.

Q: Why is my credit taking longer than 90 days to be issued?

A: Delays can occur processing your return for many reasons. We encourage you to keep a record of your return form, return authorization, tracking information, and proof of delivery so discrepancies can be resolved most efficiently.

Q: How do I apply credit to my invoices?

A: If you have an account on flu360.com you will have the ability to apply your credit to an open invoice. If you do not, email Accounts Receivable at 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: Contact the returns department at returnrequest.us@seqirus.com for all issues and other inquiries regarding end of seasons returns.

Product Returns Checklist

- Fill out a return form available at [Your flu360 Returns | CSL Seqirus flu360](#)
- Contact Inmar to obtain a Return Authorization (RA) box label(s) no later than **June 10th**.
 - Each box requires its own RA label.
- Do not mix CSL Seqirus products with any other manufacturers' products.
- Place your Return Authorization (RA) label on the outside of the box or pallets. Each box requires its own Returns Authorization (RA) label. Do not make copies of the RA.
- Place a copy of your Return Authorization (RA) inside the return box(es).
- Obtain shipping label from UPS or FedEx at your own expense.
- Place shipping label on the outside of the box or pallets.
- Verify that both labels are visible and legible before shipping to Inmar.
- Ship products to Inmar for delivery by your contractual deadline.
- Keep return form, return authorization, tracking information, and proof of delivery for all returns.

USA-SEQ-26-0030