

GSK U.S. Return Goods Policy
Effective January 1, 2022

December 6, 2021

Dear valued GSKDirect customer,

GlaxoSmithKline (GSK) is revising the GSK Return Goods Policy. Effective January 1, 2022, reimbursement for eligible product returns will only be in the form of a credit to your GSKDirect account. GSK is providing advance notice to ensure all customers are aware that reimbursement for product returns in the form of a check will no longer be issued.

The GSK Return Goods Policy will be available online at www.GSKDirect.com beginning on January 1, 2022.

If you have any questions or need further information, please contact the GSK Vaccine Service Center at 1-866-475-8222 option #3, Monday through Friday between 8am to 6pm ET.

Sincerely,

Matt Schwarz

Matt Schwarz

Director, eCommerce Strategy & Operations
