### How do I return flu vaccines?

Once you receive a notification that you have flu vaccine doses that are eligible for return reimbursement, you will be able to view the details of your available returns in GSKDirect. Here you will find the number of initial doses available to return and will be able to begin the process to print your shipping and box labels.*

### How do I return eligible GSK purchased flu vaccine doses for reimbursement?

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<th>Step</th>
<th>Action</th>
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<td>1</td>
<td>Navigate to the <strong>Account</strong> screen in GSKDirect.</td>
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<tr>
<td>2</td>
<td>Select <strong>Returns</strong>.</td>
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<td>3</td>
<td>Select <strong>Available Returns</strong>.</td>
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<td>4</td>
<td>Click <strong>Print Box Labels</strong>. You will be redirected to the Inmar Inc. website to print your shipping and box labels.</td>
</tr>
<tr>
<td>5</td>
<td>On the Inmar website, select GSK from the returns programs drop down menu, if you are associated to multiple Inmar return programs.</td>
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<td>6</td>
<td>In the Returns Authorization drop down menu, select <strong>RA Status</strong>.</td>
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<td>7</td>
<td>Enter your Debit Memo Number and click <strong>Search</strong>.</td>
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*Note: If you copied (ctrl+c) the Debit Memo Number from the Returns Page in GSKDirect, you can paste (ctrl+v) the number in the Debit Memo Memo box above.

*The initial number of eligible doses to return will not decrease as doses are returned. Please contact the Vaccine Service Center to request an update to the number of doses eligible to return.*
Click the **Debit Memo** link.

Scroll to the bottom of the screen and click **Re-Print Labels**.

Affix all shipping labels to the outside of the boxes (shipping label and box label) without covering the bar codes on any of the labels.

The images below show the labels and where to affix the labels on each box.

Tender package to UPS on your next delivery, daily pickup, or call UPS at 1-800-PICK-UPS to schedule pickup of your flu vaccine return. Note: Repeat process if you have multiple RGAs to return.

**How long will it take for my return to be processed?**

Your flu vaccine return reimbursement will be provided within 8–10 weeks of receipt of your return shipment.

**Return Privileges**

Unless otherwise specified in the purchasing agreement, participating members will be eligible to return up to 30% of each branded presentation of GSK flu vaccine doses purchased via GSKDirect for full credit (the 30% eligibility is applied per product NDC, per order and not cumulative doses purchased). In order to qualify for return reimbursement of eligible flu vaccine doses, customers must obtain a GSK-issued Return Goods Authorization (RGA).*† The RGA can be obtained via GSKDirect.com or by calling the GSK Vaccine Service Center at 1-866-475-8222.

Eligible flu vaccine doses returned must be received at the GSK Return Goods Vendor (Inmar) within the Flu Vaccine Return Period. GSK will notify eligible customers of the return window begin date and end date (“The Flu Vaccine Return Period”) and when the RGA will be available. Flu vaccines returned without the RGA and/or received outside of the eligible Flu Vaccine Return Period will be reimbursed Federal Excise Tax (FET) only.*†

- Partial product returns of FLULAVAL QUADRIVALENT (Influenza Vaccine) multidose vials are ineligible for reimbursement with the exception of the Federal Excise Tax which will be calculated to the nearest quarter vial.
- With the exception of terms that conflict with the purchasing agreement (in which case the purchasing agreement terms supersede all other provisions), all other GSK Return Goods Policy provisions apply as published on GSKDirect.com. GSK’s Return Goods Policy is subject to change on GSKDirect.com without notice.

*The initial number of eligible doses to return will not decrease as doses are returned. Please contact the Vaccine Service Center to request an update to the number of doses eligible to return.

†GSK-issued Return Goods Authorization (RGA) – GSK will provide customers with a document in the form of a debit memo authorizing the return of eligible flu vaccine doses. Please note, the creation of a return box label through the GSK Return Goods Vendor (Inmar) is not a guarantee of reimbursement and is not to be used in place of a GSK-issued RGA.

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