How do I return flu vaccines?
Once you receive notification that flu vaccine doses are available for return, you can view your available return, including the number of doses available to return, in GSKDirect and begin the process to print additional box labels.

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

1. Navigate to the Account screen in GSKDirect.
2. Select View and Manage Returns.
3. Scroll to the return to view information related to the available return.
4. Click Print Box Labels to be directed to the Inmar Inc. website to print box labels.
5. On the Inmar website, select GSK from the returns programs drop down menu, if you are associated to multiple Inmar return programs.
7. Enter your Debit Memo Number and click Search.

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 box below.
8 Click the **Debit Memo** link.

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

10 Affix all Shipping Labels to the outside of the boxes (Box Label and Shipping 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.

11 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). 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 www.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 multi-dose 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 www.GSKDirect.com. GSK’s Return Goods Policy is subject to change on www.GSKDirect.com without notice.

*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 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.