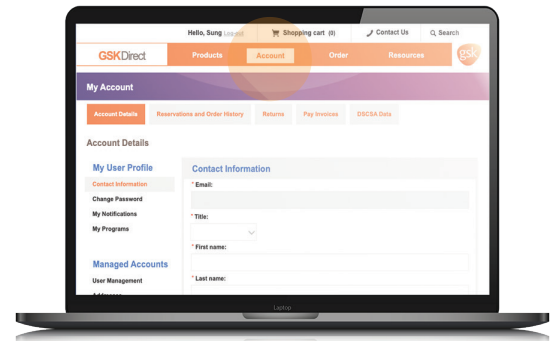


GSK Flu Vaccine Returns & Reimbursement

STEP 1

Navigate to the **Account** section of GSKDirect. Once you receive a notification that you are eligible for reimbursement, you'll be able to view your details and print your shipping and box labels.*

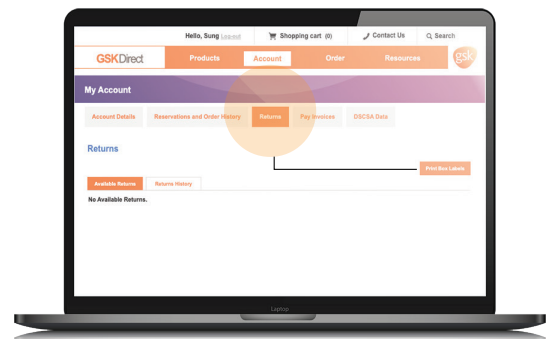
Please note: A combination of both flu vaccine brands can be applied to your total authorized returns



STEP 2

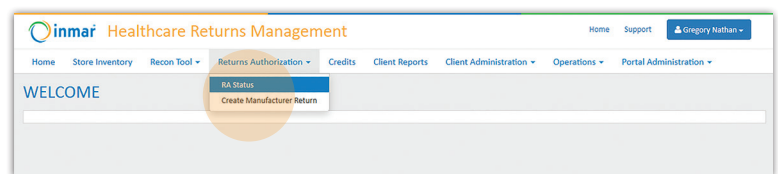
Return eligible doses

- Select **Returns**, and then **Available Returns**.
- Click **Print Box Labels**. You will be redirected to the Inmar Inc. website.
- On the Inmar website, select **GSK** from the returns program's drop-down menu (if associated with multiple Inmar return programs).



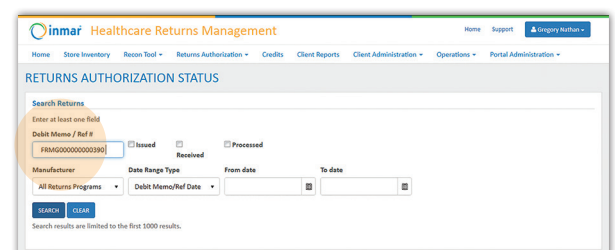
STEP 3

- In the **Returns Authorization** drop-down menu, select **RA Status**.



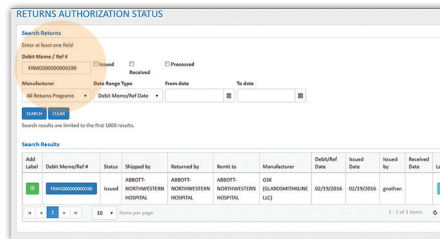
STEP 4

- Enter your **Debit Memo Number** (found at the top of the **View Details** section of the **Returns** page) and click Search.



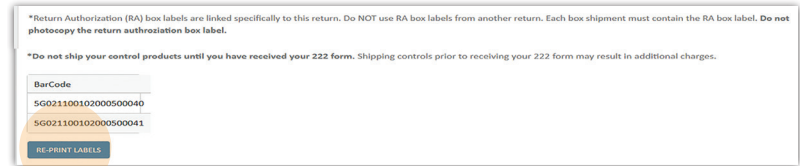
STEP 5

- Click the **Debit Memo** link.



STEP 6

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



STEP 7

- Please discard the first page (instructions) which does not contain information relevant to GSK flu returns.
- Affix all shipping labels to the outside of the boxes (shipping label and box label) without covering any bar codes.
- Tender package to UPS on your next delivery, daily pickup, or **call UPS at 1-800-PICK-UPS** to schedule pickup.

Print your shipping label and tape it to the top of the box. Do not place it over the crease.



Affix the corresponding Inmar Box Label for the physical box to the SIDE of the box.

Be reimbursed (if eligible). You will be reimbursed **within 8-10 weeks** of receipt of your return shipment.

Return Privileges

30% of all seasonal GSK flu vaccine doses purchased via GSKDirect are eligible to be returned for full credit (the 30% eligibility is applied in the aggregate). 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.[†]

- 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 for 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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