



FFF Enterprises Update

To: Valued FFF Customer
From: FFF Enterprises
Date: Monday, April 14, 2025
Phone: (800) 843-7477

Subject Line: FFF flu vaccine and FET returns process is now live!

Preheader: 2024-25 Flu Vaccine & FET Return Instructions

2024-25 Flu Vaccine & FET Return Schedule

FFF Enterprises is now accepting 2024-2025 standard flu vaccine and Federal Excise Tax (FET) returns.

Flu returns opened today, April 14. The last day to submit a flu vaccine return request is May 29; the return must be physically received by FFF no later than Friday, May 30.

Only products purchased from FFF Enterprises will be accepted for credit and/or return.

The products listed below are eligible for return with a credit that will be applied to your account.

| Product | Returns Begin | Returns End |
|-----------------------------|---------------|-------------|
| CSL Cequis | | |
| Fluad® Quad 0.5 mL PFS | 04/14/2025 | 05/30/2025 |
| Afluria® Quad 5 mL MDV | 04/14/2025 | 05/30/2025 |
| Afluria® Quad 0.5 mL PFS | 04/14/2025 | 05/30/2025 |
| Flucelvax® Quad 5 mL MDV | 04/14/2025 | 05/30/2025 |
| Flucelvax® Quad 0.5 mL PFS | 04/14/2025 | 05/30/2025 |
| GlaxoSmithKline | | |
| FluLaval® Quad 0.5 mL PFS | 04/14/2025 | 05/30/2025 |
| Fluarix® Quad 0.5 mL PFS | 04/14/2025 | 05/30/2025 |
| AstraZeneca | | |
| FluMist® Quad 0.2 mL spray | 04/14/2025 | 05/30/2025 |
| Sanofi | | |
| Fluzone® HD Quad 0.7 mL PFS | 04/14/2025 | 05/30/2025 |
| Fluzone® Quad 5 mL MDV | 04/14/2025 | 05/30/2025 |
| Fluzone® Quad 0.5 mL PFS | 04/14/2025 | 05/30/2025 |
| Flublok® Quad 0.5 mL PFS | 04/14/2025 | 05/30/2025 |

Flu Vaccine Manufacturer Requirements: Full 10-dose vials and boxes of 10 prefilled syringes must be in their original unopened cartons. No partial returns will be accepted. Please allow 4-6 weeks for credit processing.

Return Goods Authorization Instructions

Go to [BioSupply®](#) and complete the online Return Goods Authorization (RGA) form to submit a request for a RGA number. For instructions on how to access the RGA form, please [click here](#).

****IMPORTANT: Returns cannot be accepted without the RGA number.****

Shipping

Customers are responsible for coordinating and paying for the return shipment of eligible products to FFF Enterprises.

Refrigerated packaging is not required. However, all products must be properly packaged so that they will not be damaged during transit.

Our Wow! Customer Care Team is available to answer your flu return questions. Please email WowCustomerService@fffenterprises.com or call (800) 843-7477 for assistance.

BEGIN RETURNS PROCESS