



FFF Enterprises Update

To: Valued FFF Customer
From: FFF Enterprises
Date: Monday, May 6, 2024
Phone: (800) 843-7477

Subject Line: 2023-24 COVID-19 vaccines now eligible for return

Preheader: You will need to send all COVID-19 vaccine returns directly to INMAR for processing

2023-2024 COVID-19 vaccine return instructions and schedule

Dear Valued FFF Customer,

2023-2024 COVID-19 vaccines are now eligible for return.

All COVID-19 vaccine returns will be sent directly to Inmar Rx Solutions, Inc. for processing. Below you will find return requirements for all 2023-2024 COVID-19 manufacturers.

All returns must be initiated by contacting Inmar Rx Solutions, Inc.

Email: <https://returns.healthcare.inmar.com>

Phone: [1-800-967-5952](tel:1-800-967-5952), Monday – Friday 8 a.m. – 5 p.m. ET.

All returns must be shipped to Inmar Rx Solutions, Inc.

3845 Grand Lakes Way

Suite 125

Grand Prairie, Texas 75050

All returns MUST be accompanied by a Returns Goods Authorization (RGA) form provided by Inmar Rx Solutions, Inc.

Novavax, Inc.

All customers will have access to return up to 100% returnability, including partial vials.

Return Requirements:

- **Contact Inmar Rx Solutions, Inc. to initiate a return.**
 - **Email:** <https://returns.healthcare.inmar.com>
 - **Phone:** [1-800-967-5952](tel:1-800-967-5952), Monday – Friday 8 a.m. – 5 p.m. ET.
- All product listed on the return authorization should be shipped at the same time.
- Upon receipt of box labels, package the Product and affix the returns authorization box label on the outside of the box along with a customer-provided shipping label.
- Only one returns authorization label per box. Each box must have its own returns authorization label and customer-provided shipping label. For multiple returns boxes, please request additional return authorization box labels from Inmar
- Customer must pay all transportation charges. Novavax will not pay or give reimbursement to customer for fees related to shipping, transportation, service, handling, or processing of returns.
- Box(es) should include Product only. Do not include other manufacturer products in the same box with Novavax returns.
- For each verified return, customer will receive, via credit memo, a refund of 100% of the contract price paid for the Product. Credits will be issued to customers no later than the end of the 2023-24 COVID-19 Virus Season.

Return Timing:

- Novavax returns can be processed at any time after product expiration.
- Expired opened/punctured vials (partial return) may be returned on a monthly basis, unless otherwise as agreed upon between customer and Inmar, beginning November 1, 2023.
- Expired unopened cartons must be returned within sixty (60) days from expiry*.
- **All Expired Product must be returned no later than August 1, 2024.**
Note: Product returned after August 1, 2024, is not eligible for credit.

*Customers in GA, NC and MS, per State policy, are eligible to return product up to six (6) months following Product expiration.

Moderna, Inc.

All customers will have access to return up to 10% of products purchased ***unless*** they have access to increased returnability.

Return Requirements:

Customer will be required to provide the following information as part of the return request:

- **Contact Inmar Rx Solutions, Inc. to initiate a return.**
 - **Email:** <https://returns.healthcare.inmar.com>
 - **Phone:** 1-800-967-5952, Monday – Friday 8 a.m. – 5 p.m. ET.
- A copy of your invoice(s)
- IDs used to purchase as shown on invoice (including Customer Number, DEA and/or HIN#)
- Customer name as shown on invoice
- Customer billing address
- Customer shipping address as shown on invoice
- Contact name and phone and/or email
- Source of Purchase (ADR name or Moderna Direct)
- Wholesaler Debit memo number and Date (if applicable)
- Invoice Number and Invoice Date
- Product name and NDC number
- Product quantity to return
- Sale Unit price (Invoiced price)
- Serial number, GTIN, lot number, expiration date
- Reason for the return (i.e., return of seasonal product per contract T&C's)

Additional Requirements:

- For seasonal returns you may submit one request for the entire quantity that has multiple invoices but must include the information above in a formatted

spreadsheet applicable for all returned Product.

- Full boxes only in their original packaging, no partials will be accepted.
- Inmar will send a box label to use when submitting returned Product.
- Once an RA is issued, the products must be shipped to Inmar within 30 days.
- Include the completed RA box label with your return.
- It is shipper's responsibility to securely package all returned Products to prevent breakage during transit.
- If multiple RAs are being returned within a single delivery to Inmar, ensure returned Product with the associated RAs are distinctly separated (with appropriate labeling if needed) within the delivery. Failure to do so may result in inaccurate accounting of the return or a delay to the crediting process.
- Returned Products do not require refrigerated packaging.
- Transportation charges, including prepaid freight and insurance, are the responsibility of the customer. No fees of any kind will be approved for credit. Moderna is not responsible for return shipments lost in transit.
- Credit for accepted returned Product will be issued subject to the policies of original purchase. Refund for purchases made through an ADR will be credited through the customer account with their ADR, where applicable according to the ADR's policies.

Return Timing:

- On April 1, 2024, Moderna will open the seasonal returns window for Moderna's COVID-19 Vaccine Product with two credit windows, as follows:
- Expiring Product returned with an approved Return Authorization (RA) received by Inmar Pharmaceutical Services ("Inmar") between April 1, 2024 and May 31, 2024 will be calculated for credit to be applied to your account upon processing of the returns information at the close of the return window.
- **Product received with an approved RA received by Inmar between June 1, 2024 through August 31, 2024 will be credited to your account upon processing of the returns information at the close of the return window. Product received after August 31, 2024 will be destroyed and**

no credit will be issued.

Pfizer

All customers will have access to return up to 15% of the total doses purchased from May 1- July 31, 2023.

Return Requirements:

- **Contact Inmar Rx Solutions, Inc. to initiate a return.**
 - **Email:** <https://returns.healthcare.inmar.com>
 - **Phone:** 1-800-967-5952, Monday – Friday 8 a.m. – 5 p.m. ET.
- Product must be expired.
- Full boxes only in their original packaging, no partials will be accepted.
- All products must be returned freight prepaid by the sender, using generally accepted shipment methods.
- To facilitate processing of multiple debit memo numbers returned in a single container, please segregate Product by debit memo to ensure acceptance and accurate credit.
- Please include facilities name and address, DEA/HIN or 340B identifier number and wholesaler name on all communications.
- If Pfizer is unable to identify the customers distributor, Pfizer will issue credit in the form of a check mailed directly to the facility address provided.

Return Timing:

- During the period of May 1st through July 31st (the “Return Period”) all mRNA Vaccine Product from the prior season that is expired, discontinued, no longer manufactured, no longer EUA-authorized or no longer recommended for use may be returned by customers for return goods credit.
- **All Expired Product must be returned no later than August 15th of the seasons return period. Note: Product returned after August 15th, is not eligible for credit.**

Our Wow! Customer Care Team is available to answer your COVID-19 vaccine return questions. Please email mfvcustomer care@fffenterprises.com or call (800) 843-7477 for assistance.

Sincerely,

FFF Enterprises