



COVID-19 Return Procedure 2024-2025 Season

MODERNA

Contact Inmar Rx Solutions, Inc. to request a Return Authorization.

Website: <https://hrm.reskureturns.com/landing>

Email: rarequest@inmar.com

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

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

- Customer Number, DEA and/or HIN#
- Customer name
- Customer shipping address as shown on invoice
- Contact name and phone and/or email
- Source of Purchase (Medico-Mart, Inc.)
- Product name and NDC number, lot number, expiration date
- Product quantity to return in doses
- Sale Unit price (Invoiced price)

Additional Details:

Inmar will send a box label to use when submitting returned Product.

If you have any questions relating to the Inmar portal, please contact Inmar Pharmaceutical

Services at 1-800-967-5952 option 3. Mon. – Fri. 7am – 5pm CT

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.

Return Timing:

On April 1, 2025, 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, 2025 and May 31, 2025 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, 2025 through August 31, 2025 will be credited to your account upon processing of the returns information at the close of the return window. Product received after August 31, 2025 will be destroyed and no credit will be issued.



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PFIZER

Return Instructions:

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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 used may be returned by customers for return goods credit.