

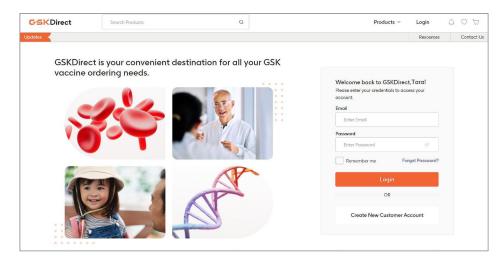
GSK Flu Vaccine Returns & Reimbursement

Return your eligible flu doses in 4 simple steps without leaving GSKDirect.com.

Once you receive an email notification that you are eligible for reimbursement, go to GSKDirect.com* to print your UPS label and Return Goods Authorization.

Please note: A combination of both flu vaccine brands can be applied to your total eligible return.

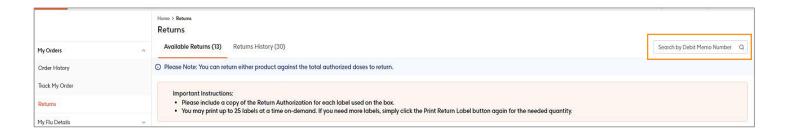
STEP 1: Log onto GSKDirect.com. On your dashboard, select Returns.





STEP 2: Select the Debit Memo Number.

Enter the Debit Memo Number from your email into the Search feature in GSKDirect.

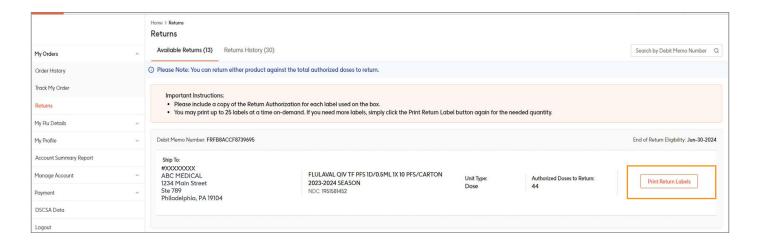


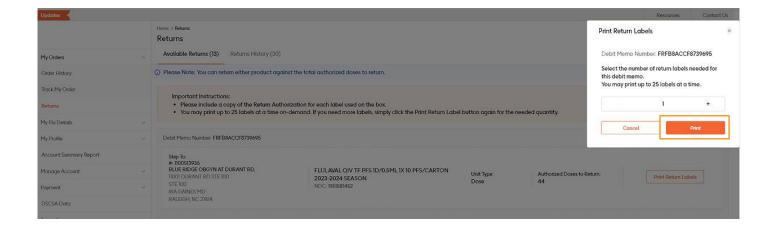
^{*}The initial number of eligible doses to return will not decrease as doses are returned. Please contact the Vaccine Service Center for an update to the number of doses eligible to return.

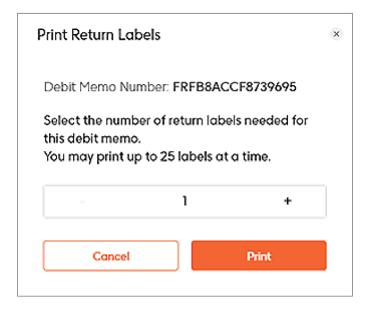
STEP 3: Select Print Box Labels, and choose your quantity.

Up to 25 UPS labels can be printed at a time. You can print multiple times by selecting Print Box Label.

You can make as many copies of the Return Goods Authorization as needed.







STEP 4: Cut the Return Goods Authorization on the dotted line.

Affix UPS labels and the bottom section of the Return Goods Authorization to the outside of the boxes (do not cover bar codes). Include a copy of the top section of the Return Goods Authorization inside each box. Tender package to UPS on your next delivery or daily pickup.

Eligibility for returns is determined by Ship To. If you are returning doses from multiple Ship To locations, you must use the appropriate label for the respective Ship To location to ensure eligibility for returns.

If eligible, you will receive a credit within 8-10 weeks of receipt of your return shipment.



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

Print and attach the bottom section of the Return Goods Authorization to the SIDE of the box.

Place the top section of the Return Goods Authorization INSIDE the box.

Return Privileges

Based on your purchasing agreement, a % of your seasonal GSK flu vaccine doses purchased via GSKDirect may be eligible to be returned for full credit (the % return eligibility is applied in the aggregate across brands). 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 (PharmaLink) 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.*,†

Ground shipping can take an excess of 7 days. Please plan accordingly to ensure your vaccines are returned before the end of the return window. The labels are only applicable for the current season's flu products. Do not return any other vaccine products with this label.

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. The GSK Return Goods Policy is subject to change on GSKDirect.com without notice.

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[†]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 (PharmaLink) is not a guarantee of reimbursement and is not to be used in place of a GSK-issued RGA.

Return Goods Authorization (aka RGA, a return authorization issued by GSK)



UPS Label





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

Print and attach the bottom section of the Return Goods Authorization to the SIDE of the box.

Place the top section of the Return Goods Authorization INSIDE the box.

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