

Quick Guide

Vaccine Returns

Easily return expired vaccines and view the status of your past returns using VaccineShop's returns center. To get started, visit VaccineShop.com/returns or select **Returns** from the main navigation.

Create a Return

Use our simplified form to return expired vaccines. Then package and ship the products back for eligible credit.*

- 1. How many doses will you return?** To start your return authorization (RA), search and add vaccine products and/or select from the pre-populated list of eligible influenza products, if applicable.

VACCINE PRODUCTS



of boxes



1



Enter the exact number of boxes you'll use to ship the expired products. If things change, you can always add more to the return later.

Click **Submit** and you will receive a confirmation and email with the RA. You can also download a PDF of your RA at anytime from your **Return History**.

Submit



Double-check your products, quantities and shipping box count for accuracy, then submit.

*Most vaccines are returnable upon expiration, based on certain contractual, promotional, and program agreements.

2. Package and ship products.

- Download and print your RA labels and secure them to the outside of each shipping box
- Obtain shipping label from a carrier (such as FedEx or UPS), add the shipping label to the boxes, and ship to:



Inmar RX Solutions
3845 Grand Lakes Way
Grand Prairie, TX 75050

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Return Status

The **Return history** table lists the status of your returns. The four statuses are:

- **RA issued:** Return authorization initiated
 - Box(es) still need to be shipped to Inmar
- **Received:** All boxes associated with the RA have been received by Inmar and await processing
- **Processed:** Return processed by Inmar and await final review by our teams
- **Complete:** Return complete and applicable credit issued

You can access your return information details by clicking the return number in the table, or print and download the information using the **Actions** menu. If you need to reprint RA labels or adjust shipping boxes, simply select the corresponding option from the **Actions** menu.

Date created ▾	Return #	Status [?]	Credit #	Credit date	Credit issued	# of shipping boxes	Actions
12/09/2022	012345678901234567890	RA Issued	—	—	—	—	⋮
12/09/2022	012345678901234567890	RA Issued	—	—	—	—	⋮
12/09/2022	012345678901234567890	RA Issued	—	—	—	—	⋮
12/09/2022	012345678901234567890	RA Issued	—	—	—	4	⋮
10/03/2022	012345678901234567890	RA Issued	—	—	—	5	⋮
10/03/2022	012345678901234567890	RA Issued	—	—	—	2	⋮

- Add shipping boxes & additional RAs
- Reprint issued RA labels
- Download return information
- Print return information

If you have questions, please reach out to our customer service team at **1-800-VACCINE (1-800-822-2463)** or [click here to email](#).