



**NOVAVAX COVID-19 VACCINE, ADJUVANTED
2023-2024 Formula Multi-Dose Vial Presentation**

**RETURN GOODS POLICY FOR THE 2023-2024 SEASON
EFFECTIVE: 09/15/2023 - 08/01/2024**

Novavax, Inc. (“**Novavax**”) is partnering with Inmar Rx Solutions (“**Inmar**”) to assist Novavax customers with product returns. Inmar’s return management service offers the convenience of obtaining return authorizations instantly via a web based solution. Return authorization box labels and web portal tracking provide efficiencies for customers when managing returns.

ELIGIBLE PRODUCT

Eligible returns are limited to **Novavax’ COVID-19 Vaccine, Adjuvanted, 2023-2024 formula, multi-dose vial presentation** in the 2023-24 COVID-19 Virus Season. Novavax permits customers to return **100%** of Novavax’ COVID-19 Vaccine, Adjuvanted **multi-dose vial presentation** (“Product”). Opened/punctured vials (partial return) and unopened cartons are eligible for return upon expiration.

EXPIRATION

- Multi-dose vials – Opened/punctured vials are deemed expired 12-hours after first puncture
- Unopened vials and cartons – Expiration date can be found via the QR code on each carton or by visiting [NovavaxCovidVaccine.com](https://www.NovavaxCovidVaccine.com)

RETURN AUTHORIZATIONS

To initiate your Product return and to request a return authorization (box labels), please access the Inmar website at <https://hrm.reskureturns.com>. Customer will be required to provide the following information as part of the return request: Product NDC, Lot #, Expiration Date, Exact Quantity, Price.

PRODUCT RETURNS

- 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.
- Actual Product returns must be forwarded to the Inmar processing facility at the following location:

Inmar RX Solutions, Inc.: 3845 Grand Lakes Way, Suite 125, Grand Prairie, Texas 75050

TIMEFRAME FOR RETURNS

- 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.

CREDITS

To ensure proper and timely credit for approved Product returns, please note:

- 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.

Novavax reserves the right to audit partial vial returns for validity of substance in vial.

For assistance with the returns process, please contact:

Inmar Customer Service at 1-800-967-5952, Monday through Friday 8am – 5pm Eastern or via email to Inmar at: RXCustomerService@Inmar.com