

2024–2025 COVID-19 vaccine returns guidelines

All return requests must comply with the terms listed in this guide to ensure they are processed appropriately.

Vaccines previously received from the U.S. Government via the Federal Retail Pharmacy Therapeutics Program (FRPTP) are not eligible for return. Please complete the necessary steps to report this product as waste. For questions, contact seasonalvaccines@cencora.com

What you should know before getting started

01 Eligible products and return periods include:

- a **Moderna:** Up to 10% between April 1, 2025 and June 30, 2025
- b **Novavax:** 100% within 60 days of expiry and no later than August 1, 2025
- c **Pfizer-BioNTech:** Must be received by September 15, 2025. Credit will not be calculated until after August 1, 2025:
 - i 30% of doses purchased for Comirnaty Age 12y and Older.
 - ii 100% of doses for Pfizer-BioNTech COVID-19 Vaccine ages 5–<12 and 6 months of age to <5 years.

Important note: Direct agreements or contract fulfillment agreements may have different terms. Please refer to your agreement for applicable returnability percentages and deadlines.

02 Per manufacturer direction, select vaccines are required to be returned directly to the manufacturer. See the return methods outlined on the following page for guidance. Direct-to-manufacturer returns are authorized solely by the manufacturer and may be subject to additional terms. Credit will be issued at the amount authorized by the manufacturer. For questions, please contact the appropriate manufacturer.

03 For returns that are shipped to and processed by Cencora:

- a Unless otherwise noted, Cencora or its entities will accept unused prefilled syringes and single dose vials. Whenever possible, please keep doses in their original packaging.
- b Credit for returned merchandise will only be issued for items authorized for return by Cencora or its entities. All credits will be reflected on the customer's account to apply toward future purchases. Credit is issued at the original purchase price shown on the invoice, less the amount of off-invoice allowances or adjustments, if any.
- c Vaccine returns may be subject to return freight cost. Freight charges apply to each return authorization and will be deducted from the credit amount or billed separately if applicable.
- d Cencora or its entities is not obligated to process return requests for damages resulting from deliveries to changed shipping addresses and/or customer business hours that were not communicated to Cencora prior to the shipment.
- e Customer must report order errors, damages and/or discrepancies within 48 hours of receiving refrigerated items. Cencora or its entities are not obligated to issue credit for errors or discrepancies that are not reported within this time frame.
- f Cencora or its entities may require a signed PDMA to accept an eligible return.

Ready to return?

See the following page for returnability and return request instructions.

Let's get started

There are different eligibility requirements and return request methods per manufacturer guidance. Please read all instructions below before proceeding with a return request.

Novavax COVID-19 vaccines

Returnability: 100% of expired product within 60 days of expiry. Expired product must be returned no later than August 1, 2025¹

Return method: Unused, expired doses should be returned directly to the manufacturer. To initiate your Product return and to request a return authorization (box labels), please access the [Inmar Intelligence return portal](#) Customer will be required to provide the following information as part of the return request: Product NDC, Lot #, Expiration Date, Exact Quantity, Price.

Need to contact Inmar Intelligence?

For Novavax, Pfizer-BioNTech, and Moderna dropshipment vaccine returns only.

Email: rarequest@inmar.com

Phone: 800.967.5952

Pfizer-BioNTech vaccines

Returnability: Must be received by September 15, 2025. Credit will not be calculated until after August 1, 2025:

- 30% of doses purchased for Comirnaty Age 12y and Older.
- 100% of doses for Pfizer-BioNTech COVID-19 Vaccine ages 5-<12 and 6 months of age to <5 years.

Return method: Unused doses should be returned directly to the manufacturer. Submit your request via the [Inmar Intelligence return portal](#) or by contacting Inmar Intelligence. When returning product, please include a packing list in your return shipment that details the product being returned, your facility's name and address, DEA, HIN or 340B identifier number, and wholesaler name.²

Moderna COVID-19 vaccines

Moderna Covid-19 Vaccines serviced through Cencora

Returnability: Up to 10% of each NDC, between April 1, 2025 and June 30, 2025¹

Return method: Unused doses should be returned to Cencora. Access our convenient [online return tool](#) or contact Customer Service at 800.746.6273 to submit your request.

Moderna Covid-19 Vaccines serviced as a dropshipment

Returnability: Between May 1, 2025 and June 30, 2025 for each NDC up to 10% of total doses purchased during the season:

- The direct purchase minimum order quantity units of sales, or
- 25% of total doses purchased during the season

Return method: Unused doses should be returned directly to the manufacturer. Submit your request via the [Inmar Intelligence return portal](#) or by contacting Inmar Intelligence. When returning product, please include a packing list in your return shipment that details the product being returned, your facility's name and address, DEA, HIN or 340B identifier number, and wholesaler name.²

¹Direct agreements or contract fulfillment agreements may have different terms. Please refer to your agreement for applicable returnability percentages and deadlines.

²Should information be incomplete so that the manufacturer is unable to identify the facility, the manufacturer reserves the right to issue no reimbursement. For additional details, contact the manufacturer directly.

Questions?

Email seasonalvaccines@amerisourcebergen.com or contact your dedicated account representative.

Wholesale distribution and related pharmacy and pharmaceutical services sold by Cencora are performed by and sold through Cencora subsidiary companies and brands including: AmerisourceBergen Drug Corporation, ASD Specialty Healthcare, LLC, Besse Medical, Oncology Supply, SmartSource, MWI and Good Neighbor Pharmacy.