

## 2025–2026 flu vaccine return policy

### How to request a return

Access our convenient online return tool [here](#) or contact Customer Service at **866-281-4358** to speak to a representative.

Cencora accepts return requests for unused doses for credit at the end of the season based on manufacturers' terms and conditions. All requests must comply with the terms listed below to ensure they are processed appropriately.

### Credit requirements

- Eligible products include:
  - Seqirus™: Up to 15% per presentation
  - Sanofi Pasteur®: Up to 15% per presentation
  - GlaxoSmithKline®: Up to 15% per presentation
  - AstraZeneca: Up to 30% on FluMist® (full box returns required)
- 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.
- Customer may also complete a Federal excise tax (FET) credit only return.
- 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.
- Cencora or its entities will notify the customer if a claim is denied.
- 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.
- Credit is issued at the original purchase price shown on the invoice, less the amount of off-invoice allowances or adjustments, if any.

### Product requirements

- Product(s) must be received at Cencora or its entities on or before **3/31/26**.<sup>1</sup>
- Cencora or its entities will accept unused prefilled syringe doses and single dose vials. Whenever possible, please keep doses in their original packaging. Multi-dose vials can only be accepted as a whole unit in the manufacturer's original packaging.
- 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.
- Certain items are non-returnable, including but not limited to:
  - Items not invoiced by Cencora or its entities
  - Partial vials
  - Special sale items or special terms communicated to customer at time of sale as non-returnable
- Cencora or its entities may require a signed PDMA to accept an eligible return.

<sup>1</sup> Direct agreements or contract fulfillment agreements may have different deadlines. Please refer to your agreement for your returns deadline.

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If you have any questions regarding flu product returns, call **866-281-4358** or email [seasonalvaccines@amerisourcebergen.com](mailto:seasonalvaccines@amerisourcebergen.com)

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