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1-866-MODERNA (1-866-663-3762)

## **RE: Notice of Seasonal Return Window: COVID-19 Vaccine (2025-2026 Formula)**

Dear Valued Partner,

On behalf of Moderna US, Inc. we are providing an important update regarding the returnability of 2025-2026 seasonal COVID-19 vaccine product, specifically, Spikevax® (COVID-19 Vaccine, RNA) 2025-2026 Formula and mNEXSPIKE® (COVID-19 Vaccine, mRNA) 2025-2026 Formula (collectively referred to as, "Moderna COVID-19 Vaccine Product" or "Product"). Pursuant to the Returned Goods Policy and Procedures in your Purchase Agreement, at the end of each season, a seasonal returns window will open and a percentage of the total volume of the Moderna COVID-19 Vaccine Product purchased directly from Moderna and/or indirectly through an Authorized Distributor of Record ("ADR") that is within your contracted returns allowance may be returned for credit. Any returns received in excess of your contracted return allowance will be destroyed without credit.

### **The two return windows are as follows:**

- Product returned with an approved Return Authorization ("RA") received by Inmar Pharmaceutical Services ("Inmar") through May 31, 2026 will be calculated for applicable credit to be applied to your account. Once the return window closes, the returns will be validated and credit issued through the ordering channel (direct or through an ADR)
- Product physically received with an approved RA received by Inmar between June 1, 2026 through October 31, 2026 will be calculated for applicable credit to your account upon processing of the returns at the close of the returns window.
- Product received after October 31, 2026 will be destroyed and no credit will be issued.

### **Additional Considerations**

- We encourage you to maintain sufficient inventory to immunize through Spring and early Summer, pending FDA approval and availability of the new COVID-19 presentations for the 2026-2027 season.
- Please refer to your Moderna Purchase Agreement for your defined return allowance percentage.
- Health Systems and IDNs can opt to send returns in aggregate and provide their central payer information (if applicable); the contract returns allowance percentage will be calculated in aggregate. Returns could also be returned by individual locations. The returned doses will still be calculated in aggregate to assess the total doses and contract allowance percentage for returns.

- If you have purchased through an ADR, please refer to their policies for seasonal returns and allow additional time for credits to be sent to the ADR. In the event the ADR refers customers to follow the manufacturer's return policy, customers should follow the Returns process as outlined below in the Procedure for Seasonal/Expired Product Returns.

## Procedure for Seasonal / Expired Product Returns

- Returns of unexpired Product are accepted as part of seasonal returns and may be returned within either seasonal return window.
- Seasonal/Expired Product returns require a RA issued through Inmar. To request a RA from Inmar, please access the Inmar website at:
  - <https://hrm.reskureturns.com/landing> and upload a PDF copy of your debit memo.
- Requests for returns must be processed through the Inmar site and are subject to denial.
- For seasonal returns, you may submit one request for the entire quantity of Product or multiple locations, but must you include the following information in a formatted spreadsheet applicable for all returned Product.
  - Source of Purchase (Moderna directly, or ADR)
  - Customer Name, Parent Account, Shipping Address, DEA and HIN numbers
  - Moderna Product Description, NDC, Lot Number(s), Expiration Dates, Quantity (Cartons and Doses).
- Inmar will provide a shipping label to print and affix to the box the Product is returned in.
  - Once the RA is issued, Products must be physically received at Inmar by October 31, 2026.
- Note that if the RA is for multiple locations, each location must return their Product by October 31, 2026, in order to receive credit if eligible.
- Please contact Inmar at 1-800-967-5952 option 3. Mon. – Fri. 7am – 5pm CT if you have any issues in registering or requesting an RA.
- Include the debit memo and completed RA box label with your return.
- Ship returns to the following Inmar location:

**Inmar Rx Solutions**  
**3845 Grand Lakes Way Suite 125**  
**Grand Prairie, TX 75050**

- It is shipper's responsibility to securely package all returned Products to prevent breakage during transit.
- If multiple RAs are being returned within a single box to Inmar, ensure returned Product with the associated RAs are distinctly separated (with appropriate labeling) within the delivery. Failure to do so may result in inaccurate accounting of the return and a delay to the crediting process.
- Returned Products do not require refrigerated packaging.
- Transportation charges, including prepaid freight and insurance, are the responsibility of the customer. No fees of any kind will be approved for credit. Moderna is not responsible for return shipments lost in transit.
- Credit for accepted returned Product will be issued subject to the policies of original purchase. Refunds for purchases made through an ADR will be credited through the customer account with their ADR, where applicable, according to the ADR's policies.

## Reservation of Rights

Moderna reserves the right to modify and make exceptions to this Policy and to its implementation at any time, without advanced notice, for any reason, including due to business necessity or changes in applicable laws and regulations.

**Any questions regarding Moderna's Returned Goods Policy can be addressed by Moderna's Customer Care Team at 1-866-Moderna (663-3762) or by emailing [wecare@modernatx.com](mailto:wecare@modernatx.com). If you currently work with an account manager, please contact them directly.**

Regards,  
Moderna US, Inc. Commercial Operations Team

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