

HOW TO REQUEST REPLACEMENT OF GENENTECH PRODUCT DUE TO SPOILAGE



In Genentech's commitment to patient safety, the Genentech Spoilage Replacement Program aims to prevent the use and administration of spoiled product under certain circumstances. If Genentech product is unsafe to administer to a patient, you may be eligible for a replacement.

The Spoilage program is managed through Genentech Direct Returns, a single and simple destination for replacement requests, which can be completed in 4 simple steps:

1. GO TO:



www.genentechdirect.com/returns

- For most spoilage requests you will fill out the form labeled "Something else (All other Genentech products)"
- If the spoilage occurred due to a catastrophic event or situation that caused an outage to your cold storage refrigerator unit you will need to fill out a Catastrophic Events & Cold Storage Form.

2. FILL OUT & SUBMIT FORM



YOU WILL NEED THE FOLLOWING INFORMATION:

- DEA or State License number of practitioner
- Product name, configuration, and lot number
- Dispose of the product in a sharps or biohazard container (You will only need to save the product if it was unopened and spoiled due to a temperature or refrigeration outage).
- Save a copy of your request and the Genentech issued request number for your records
- A determination will be made within 3 business days, if approved new product will ship to your pharmacy or health care provider's office.

3. WAIT FOR A DETERMINATION



- Most spoilage requests are reviewed and determination is made within 3 business days.
- If you have depleted your inventory and are experiencing immediate patient need please mark the check box on the form "depleted inventory" and call Genentech Customer Service at **800-551-2231** to communicate the urgency of your request.

4. RECEIVE REPLACEMENT



- Please note the reference number for spoilage will be located on the packing slip of the delivery. Please save your reference number so the information matches upon delivery of product. This is especially important if your product is being delivered to a loading dock, mailroom, or pharmacy.

IF YOU ARE IN NEED OF ANY ADDITIONAL SUPPORT PLEASE CONTACT

Genentech Customer Service (all Genentech Products) **800-551-2231** | Ophthalmology Product Line **833-EYE-GENE**

Your Genentech representative is: _____

THANK YOU FOR TRUSTING GENENTECH TO SERVE YOUR PATIENTS

Genentech has the right to make the final decision regarding any spoilage incident. Genentech has the right to modify or discontinue the Spoilage Program at any time without notice. For quality or stability-related issues, please contact Genentech Medical Communications at (800) 821-8590. For expired product returns, please contact Genentech Customer Service at (800) 551-2231.