

LIBTAYO product return information

If LIBTAYO is rendered unusable after purchase, it may be possible to return and replace it.

Returns are subject to adherence to Regeneron and Sanofi policies and procedures, and it is the right of Regeneron and Sanofi to deny replacement when misuse is suspected.

Except for damaged or broken vials, product must be returned.^a

LIBTAYO return procedure^b



Step 1

Contact LIBTAYO Surround at **1-877-LIBTAYO** (1-877-542-8296), **Option 5**



Step 2

Complete, in its entirety, the Return Product Eligibility Certification Form, which will be provided to you. Include proof of purchase for the units being returned



Step 3

Fax completed forms and supporting documents to (615) 827-0164 or e-mail them to return@regeneron.com



Step 4

Hold/quarantine the product to be returned and follow instructions in the product retrieval kit

Replacement product will ship within 3 business days of approval

^aBroken vials do not have to be returned, but pictures documenting the damage should be submitted.

^bFor credit, returns of expired product or product damaged in shipment, please contact your distributor.

LIBTAYO storage considerations



Watch for deliveries

LIBTAYO is shipped in an insulated box with gel packs sufficient to keep its temperature at 36°F–46°F (2°C–8°C) for at least 24 hours from the time it leaves the distributor. Deliveries usually arrive by 10:30 AM.



Inspect and unpack

Deliveries to your office should be immediately unpacked, opened, and inspected for damage. Contents should be placed in the office's medication refrigerator. Promptly report any damage to your distributor.



Rotate stock

When placing LIBTAYO in the medication refrigerator, it is a good idea to inspect and rotate your current inventory. Check expiration dates and use product with the closest expiration date first.



Monitor and protect

To best protect your LIBTAYO inventory, medication refrigerators should have an alarm and a temperature-monitoring device for deviations. Calibration of refrigerators is also a good practice. Because power outages may occur without warning, consider the use of a backup generator.

For more information about product returns or to file a product complaint, contact LIBTAYO Surround at 1-877-LIBTAYO (1-877-542-8296), Option 5, Monday–Friday, 8 AM–8 PM Eastern time

For any questions or concerns, or to report side effects with a Regeneron and Sanofi product for patients enrolled in LIBTAYO Surround, please contact LIBTAYO Surround at **1-877-LIBTAYO (1-877-542-8296), Option 1**, Monday–Friday, 8 AM–8 PM Eastern time.