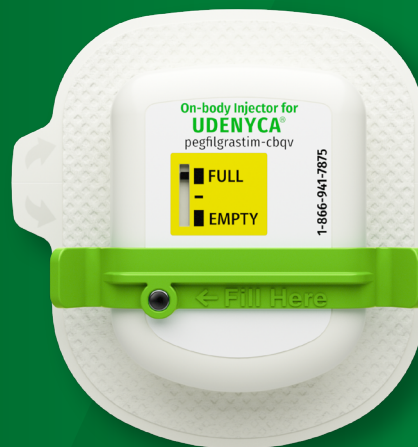


 **UDENYCA[®]**
pegfilgrastim-cbqv
Injection 6 mg/0.6 mL

Returned Goods and Product Replacement Programs



Product Troubleshooting Guide

Under Accord BioPharma's Return Goods Policy, products may be replaced if they malfunction, fail, or do not perform as described in the Instructions for Use.

Additionally, the Accord Product Replacement Program offers replacement for spoiled product in certain situations. Examples of when the product may qualify as being spoiled include, but are not limited to, when it has been:

- Mishandled, dropped, or broken
- Contaminated, preparation error, or compromised
- Inappropriately stored, refrigerated, or frozen
- Prepared for administration but not administered

Accord requests that Healthcare providers, patients, or patient representatives report the issue within 10 days from the date of the incident. Requests more than 60 days after the incident may be denied.

Step-by-step guide to initiate a request

Step 1: Prior to initiating a request, and to expedite processing, please have the following ready:

Your contact information and shipping address

- Name of your institution/clinic and the name and title of the person filing the request
- Shipping address,* telephone number, and email address
- Provider name and NPI number

Product information

- Product name, dosage form and strength, package size, and number of units being returned
- NDC number, lot number, expiration date, serialization number (located on carton/box)

Reimbursement attestation

- Has the site billed a patient or payer for the spoiled product?
- Has the site received any reimbursement for the spoiled product?†
- Has the site filed an insurance claim for the spoiled product?

Description of issue

- Storage failure (spoiled)
- Device detached from patient
- Device failure
- Preparation step failure
- Other product complaint

While photos of the mishandled, failed, or spoiled product are not required, Accord may request additional information from you to support the request. In certain situations, for logistical and program integrity reasons, Accord may also request that the product be physically returned unless it believes physical return isn't necessary and/or possible. In certain circumstances, products not able to be physically returned may still qualify for return or replacement. If the product cannot be physically returned, Accord may require an attestation that the product has been destroyed.

*Product replacement will be sent to this address.

†Product replacement is not available if a claim for the product to be replaced has been submitted for payment purposes.

Step 2: To initiate your request, contact Accord by filling out the required form at [AccordBioPharma.com/PRF](https://www.AccordBioPharma.com/PRF), calling 1-866-941-7875 and choosing option 1, or emailing Accord@MedInfoDept.com

Once your submission has been received, Accord or its agent will review your replacement request to determine if the spoiled product is eligible for return or replacement. Please allow up to 14 days for processing your request. For questions or updates, please contact Accord at the phone number or email listed above.

Step 3: Accord's pharmacy partner will coordinate replacement shipment

- Upon receiving all required information, your replacement will be shipped overnight in a 36° F to 46° F (2° C to 8° C) refrigerated container.
- If a dose is missed or only a partial dose is given, risk of neutropenia and infection is high. Patients must contact their healthcare provider if they suspect a product has not performed as intended. Healthcare providers can determine if there's a need for a replacement dose before contacting Accord.

UDENYCA autoinjector (AI)

Administration in 2 clicks



Before you begin

Hold the autoinjector with the clear cap facing up and pull to remove the cap.



1 Press against the skin and listen for the first click.



2 After the second click, hold in place and count to 5.



[Watch the AI Administration Video](#)

UDENYCA ONBODY[®]

Best practices to ensure a proper fill

Steps for properly inserting the PFS into the OBI fill port.

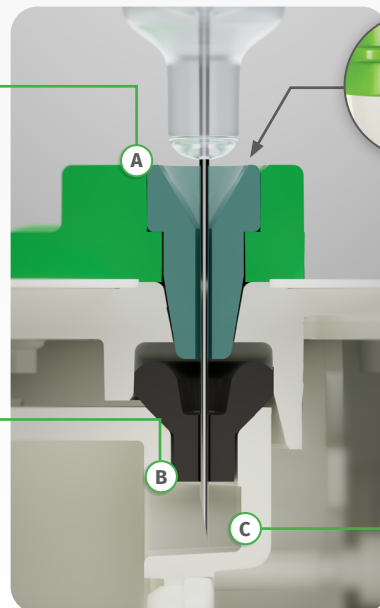


[Watch the ONBODY Instructional Video](#)

Align the needle of the PFS over the metal medicine port at a 90-degree angle. (A)

Insert the needle all the way into the port so the needle goes through the seal. (B)

If the needle does not pierce the seal, transfer of UDENYCA is not possible.



When the needle is fully inserted, it will sit between the seal and the bottom of the reservoir. (B and C)