



October 18, 2022

Dear Customer,

Starting October 24, 2022, Pfizer will begin utilizing a reusable insulated shipping box. While the container is reusable, it must be refreshed and inspected by AeroSafe prior to re-use. Therefore, please do not use this container for any other purpose such as storage, returns, or your own shipments. The containers are bright orange in color and reduces your landfill contribution by up to 99%, while continuing to protect the temperature integrity of the products shipped using the container.

Please ensure to return the container using the recovery instructions below:

Instructions when container is received:

1. **Remove** the product from the container and **replace** all packaging contents.
2. **Reseal** the container by closing Flap 1, peel away the tape backing on Flap 2, and close to seal the box.
3. **Return** the container by placing it in your designated UPS pick-up location.

You may receive a phone call from an AeroSafe team member to walk you through the simple return process.

Important Notes:

1. Please be sure to remove product immediately upon receipt.
2. If product must be returned, please **DO NOT** use this container.

We encourage you to contact AeroSafe at 1-585-760-2830 (toll free) or Pfizer Customer Service at 1-844-646-4398 or 1-800-981-4748, Option 2 for Puerto Rico with any questions or comments you may have. You may also scan the QR Code below for additional information:



Thank you.

Chris McNett
Director, Pfizer Injectables Customer Service