



May 15, 2023

**RE: Upcoming Change to the Merck Expired Product Return Process**

Dear Customer,

On behalf of Merck Sharp & Dohme LLC ("*Merck*"), a subsidiary of Merck & Co., Inc., I am writing to:

Inform you of the following...

1. Merck is pleased to announce **PharmaLink, Inc.** (DEA License #RP0260581) will begin to manage Merck expired product returns. Services from our current reverse distributor, PharmaReturns, will end Monday, June 19, 2023. All Merck **EXPIRED** product returns should be sent to the address below **on or after June 20, 2023**.

PharmaLink  
Receiving Department PLI-MRK  
8285 Bryan Dairy Road, #160  
Largo, FL 33777

2. The current Merck reverse distributor, PharmaReturns, will process returns through June 19, 2023. Returns shipped to PharmaReturns on or after June 20, 2023, may be subject to severe processing delays, not processed, not eligible for credit, and/or may incur fees from the shipper at the customer's expense.
3. Beginning **June 20, 2023**, a **Return Authorization (RA)** issued by PharmaLink will be required to ensure Merck expired product returns are processed. Please visit [www.pharmalinkinc.net/MReturns/Login.aspx](http://www.pharmalinkinc.net/MReturns/Login.aspx) to create an account and generate an RA. Returns must be received by PharmaLink within 60 days from the creation of the RA. Any return received after 60 days may experience processing delays and/or not be eligible for credit. If you are having trouble accessing your PharmaLink account, please contact the PharmaLink Customer Solutions Team at (800) 257-3527 for assistance.

**ACTION REQUESTED**

Please review the related changes at [www.merckvaccines.com/help/return-merchandise/](http://www.merckvaccines.com/help/return-merchandise/), and update your records and business processes accordingly.

If you have any questions, please contact your Merck Account Executive or Customer Representative, or call the Merck Order Management Center at 1-800-MERCK-RX (1-800-637-2579), Monday through Friday, 8:00 AM to 7:00 PM, ET.

Sincerely,

A handwritten signature in black ink, appearing to read "Frank M. Fratarcangeli".

Frank M. Fratarcangeli  
Dir, Account Management GHH  
National Contract Ops & Supply Chain  
Merck Sharp & Dohme LLC