



UroGen RETURN POLICY

Things don't always go as planned. Don't worry—you have options.

For UNMIXED product:

- Reassign to a current patient
- Retain for future use
- If dose is not reassigned or product is expired, you must destroy or return

For MIXED product:

- Destroy product and request a replacement dose or credit*

Use
our



for eligible
unused product*

Review Return Goods Policy at
www.urogen.com/download/pdf/urogen-policy-on-returned-goods.pdf
for more details.

*Subject to eligibility rules.

†In most scenarios.



Replacement dose can be delivered in **3-5 business days†**

There are 2 ways to access the Return Request Form to start the process:



Request the form from your UroGen Field Representative.



Download the form from [UroGenSupport.com].

Please complete the form and send to [returns@UroGenSupport.com].

The following information is required:



1

PO number

(HUB ID or distributor PO number, patient initials, and date of birth)



2

Order date



3

Replacement dose or credit request



4

Reason patient did not receive treatment with JELMYTO



5

Confirmation product is destroyed and discarded

(certificate of destruction where applicable)

Allow at least 30 business days for credit review and processing

Questions about your product return status?



[[833-UROGEN1 \(833-876-4361\)](tel:833-UROGEN1)]

OR



[returns@UroGenSupport.com]



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