



# UroGen RETURN POLICY

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



## UNMIXED

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



## OR MIXED

- Destroy product and request a credit

Use our



for eligible unused product\*

\*Subject to eligibility rules.

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

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



Request the form from your UroGen Field Representative.



Download the form from [UroGenSupport.com](https://www.urogensupport.com).

Please complete the form and send to [Escalations@UroGenSupport.com](mailto:Escalations@UroGenSupport.com).

The following information is required:



1 HUB ID



2 **Appointment date**  
(date product was supposed to be administered)



3 **Reason patient did not receive treatment with JELMYTO**



4 **Confirmation product is destroyed and discarded**  
(certificate of destruction where applicable)



Allow at least 20 business days for review and processing

Questions about your claim?



Contact: 877-488-3569

OR



email: [distribution@UroGenSupport.com](mailto:distribution@UroGenSupport.com)



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