

# UroGen Support™ & Auto-Ship

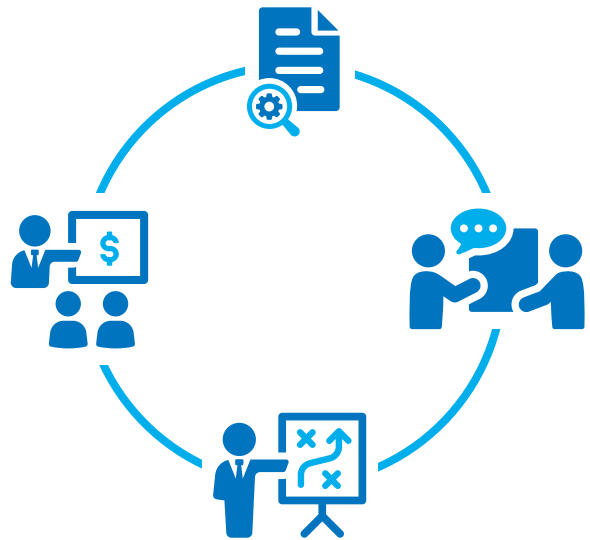
Confidence at every step of treatment delivery

## Supporting access, reimbursement, and product coordination for UroGen® therapies

### Our team can help with:

- Benefits investigation
- Prior authorization (PA) support and coverage appeal assistance
- Patient affordability and financial assistance programs
- Coordination for customers requiring mixing services\*

\*Includes ordering through the appropriate distributor, as well as product mixing and delivery via a UroGen pharmacy partner.



## Auto-Ship: Ordering made easy

When it's time to place an order, UroGen Support's Auto-Ship streamlines the process



Enrollment and schedule validation



Weekly order fulfillment aligned with the patient's treatment plan



Pharmacy coordination and shipping support



Simplified billing at time of each shipment

**Leave the ordering to us—enroll your patients today**

Questions? UroGen Support is here to support your patients

833-UROGEN1 (833-876-4361)

833-664-7216

UroGenSupport.com

Contact@UroGenSupport.com

# 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 and product is expired, you may process a return

## For MIXED product:

- Destroy product and request a replacement dose\*

Use our hassle free return policy for eligible unused product\*



Review Return Goods Policy at [www.urogen.com/download/pdf/urogen-policy-on-returned-goods.pdf](http://www.urogen.com/download/pdf/urogen-policy-on-returned-goods.pdf) for more details.

\*Subject to eligibility rules.  
†In most scenarios.



An approved 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 online form from your UroGen Field Representative.



Visit the product-specific HCP website and complete the online form link within the Resources tab.

The following information is required:



**1. PO number**  
(HUB ID or distributor PO number)



**2. Order date**



**3. Replacement dose or credit request**



**4. Reason patient did not receive treatment**



**5. Confirmation product is destroyed and discarded**  
(certificate of destruction where applicable-optional)

Allow at least 30 business days for review and processing

Questions about your product return status?

 contact your local UroGen rep OR  email [urogenreturns@urogen.com](mailto:urogenreturns@urogen.com)



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