



# 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 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.



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](http://UroGenSupport.com).

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



**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) OR  [returns@UroGenSupport.com](mailto:returns@UroGenSupport.com)



JELMYTO® and UroGen® are registered trademarks and ZUSDURI™ and UroGen Support™ are trademarks of UroGen Pharma, Ltd. All other trademarks are the property of their respective owners. © 2025 UroGen Pharma, Inc. All rights reserved. US-UGN-00519 06/25

