

THE KEDRAB ASSURANCE PROGRAM

The first and only product replacement program of its kind.

Kedrion Biopharma will replace KEDRAB free of charge when:



Temperature Excursions Occur*

If your supply of KEDRAB is exposed to temperatures outside the ranges prescribed for storage and handling.



Natural Disasters Strike†

If your supply of KEDRAB becomes unusable due to a natural disaster.



Product Expires‡

If you are unable to use your supply of KEDRAB before the expiration date.

KEDRAB customers are automatically enrolled in the Assurance Program.§ There's no need to sign up or opt in.

To submit a request for KEDRAB replacement:



1. Call Kedrion Biopharma Customer Service at (855) 353-7466. Select option 2, and request the KEDRAB Assurance Program Form. Return the completed form to your Kedrion Representative or email US_CustomerService@kedrion.com for processing. Customer Service hours are Monday - Friday, 8:00AM to 6:00PM CST.



2. Kedrion Biopharma Customer Service will notify you when your replacement request is approved.



3. Upon approval, it is the customer's responsibility to destroy compromised product and provide Proof of Destruction to Kedrion Biopharma, if requested. Your replacement product will then be shipped to you.

Thank you for choosing KEDRAB as your trusted partner.

*Store KEDRAB at 2-8°C (36-46°F). Do not freeze. KEDRAB may be stored at a temperature not exceeding 25°C (77°F) for up to one month. Use within one month; do not return to refrigeration.¹ Inventory that becomes compromised due to mishandling and/or user error is outside this policy and ineligible for replacement.

†"Natural disaster" includes but is not limited to: an act of God, blizzard, earthquake, fire, flood, hurricane, tornado, tsunami, and/or typhoon. Any discrepancies as to whether an event qualifies as a natural disaster shall be determined at Kedrion Biopharma's sole discretion. Timing of replacement delivery will depend on the severity of the natural disaster.

‡Product must be past its expiration date by 60 days or less in order to be eligible for the program. Credit or refunds will not be issued.

§Kedrion Biopharma reserves the right to change or terminate this program at any time, for any reason or no reason, with or without notice. It is at Kedrion Biopharma's discretion whether KEDRAB product replacement will be issued free of charge. This informational flier does not serve as a contract or guarantee of product replacement. The program benefit is limited to replacement of product; credit or refunds will not be issued. Products eligible for replacement may total up to 20% of annual sales volume for contracted customers and 10% for non-contracted customers. Short-dated inventory purchased through a special price concession negotiation may not be eligible for program. Failure to follow replacement protocol may void the program benefit. This program is intended for healthcare professional practices, hospitals, hospital systems, and similar facilities. Distributors, wholesalers, and specialty pharmacies are not eligible.

Reference: 1. KEDRAB [package insert]. Fort Lee, NJ: Kedrion Biopharma Inc.; 2021.