



Date

Dear Customer:

Roche Laboratories has developed a pandemic tool kit to assist your organization with planning for pandemic influenza. A complete Pandemic Toolkit is available to your organization by visiting our website at www.pandemictoolkit.com. Please be advised that Roche Laboratories has a no return policy when purchasing Tamiflu® (oseltamivir phosphate) Capsules (NDC# 0004-0800-85) for stockpiling in preparation of a flu pandemic. This no return provision applies to all sectors including federal, state and local governments, public and private and not for profit corporations. Also, we want to bring to your attention that the Tamiflu you are acquiring can be used in emergency situations including seasonal influenza outbreaks. The product has a shelf life of 5 years and can be stored at 25° C (77° F); EXCURSIONS PERMITTED TO 15° TO 30° C (59° TO 86° F).

Finally, Roche wishes to alert you that Federal and State law places restrictions on further distribution or resale of prescription drugs without necessary permits and since Tamiflu is an Rx drug, it may only be dispensed to patients with a valid prescription.

Please arrange for execution of the acknowledgement below to signify your organization's acceptance of the no return policy and other points in this letter. Please fax this letter to (973) 562-3140.

If you have any questions, please contact our Order Fulfillment Department at 1-800-526-0625.

Sincerely,

Patrick A. Cofone
Director, Trade & Professional Relations

Acknowledgement and Agreed:

(insert name of company)

By: _____

Name: _____

Title: _____

Date: _____