

## **Nuclear Medicine Products Ordering & Order Cancellation Policy**

### **Customer Service**

Phone: 888.744.1414 option 1 then option 2  
Business Hours: Monday – Friday 7:00am to 5:00pm CST

### **Product Monitoring, Drug Safety and Medical Information**

To report a product quality complaint, adverse event or to request medical information, please contact:

Phone: 800.778.7898  
From outside USA: 314.654.5737  
Fax: 314.654.8206  
Email: [productmonitoringhazelwood@mallinckrodt.com](mailto:productmonitoringhazelwood@mallinckrodt.com)  
Business Hours: Monday – Friday 7:00am to 5:00pm CST

### **Types of Orders**

- **Standing Order** – An order for a specific product that ships on a recurring basis. Standing orders have priority over demand orders. The requirements to establish, modify, cancel on a one-time basis and/or permanently cancel standing orders vary by product as indicated in the product detail below.
- **Demand Order** – An order that is placed for a one-time shipment. Demand orders may be established, modified or cancelled, depending on the product, as indicated in the product detail below, by calling Customer Service.

### **Order Cutoff Time**

The order cutoff time is the latest time an order may be placed to meet the desired delivery date. Order cutoff times vary by customer depending upon geographical location and delivery routing. Orders accepted after the cutoff time can be shipped via Federal Express for an additional delivery charge. The time displayed on the Mallinckrodt Pharmaceuticals Customer Service order entry system will be used to determine when the cutoff time has passed. To confirm your order cutoff time by location or route, please contact your Mallinckrodt Pharmaceuticals Nuclear Medicine Account Manager.

### **Ultra-Technekow™ V4 (Technetium Tc 99m Generator)**

Non-HEU (LEU) Generators will be available upon Mallinckrodt determining, in its sole discretion, that there is sufficient market demand. Mallinckrodt currently intends to produce and ship non-HEU (LEU) Generators on Tuesdays only, subject to raw material availability.

- **New or Modified Orders for Non-HEU (LEU) Generators:** New or modified standing order requests, including size adjustments and production day changes, may require up to six weeks to implement after acceptance. Orders may be confirmed and implemented sooner depending on raw material availability.
- **New or Modified Orders for HEU Generators:** New or modified standing order requests, including size adjustments and production day changes, may require up to four weeks to implement after acceptance. Orders may be confirmed and implemented sooner depending on raw material availability.

- **Cancellation of Orders for Non-HEU (LEU) Generators:** Standing order cancellations require a minimum of six weeks' notice to process.
- **Cancellation of Orders for HEU Generators:** Standing order cancellations require a minimum of four weeks' notice to process.
- **Temporary Cancellation or Size Reduction for Non-HEU (LEU) Generators:** Temporary standing order cancellations or size reductions require a minimum of six weeks' notice to process.
- **Temporary Cancellation or Size Reduction for HEU Generators:** Temporary standing order cancellations or size reductions require a minimum of four weeks' notice to process.

### Sodium Iodide I 123 Capsules

- **New or Modified Orders:** Standing orders can be established before the close of business (COB), generally on the day prior to the scheduled ship date. Demand orders must be placed prior to the order cutoff time on the scheduled ship date.
- **Cancellation of Orders:** Up to one-half of the standing order quantity may be cancelled prior to 12:00pm CST, if the order has not already shipped, or one hour prior to order cutoff time on the day of shipment, whichever time is earlier. Demand orders may not be cancelled on the day of shipment.

### Xenon Xe 133 Gas

- **New or Modified Orders:** New or modified standing order requests may require up to two weeks to implement after acceptance. Orders may be confirmed and implemented sooner, depending on raw material availability. Demand orders will be accepted up to the order cutoff time.
- **Cancellation of Orders:** Standing order cancellation or reduction requests require two weeks' notice to process. Demand order cancellation requests must be received by Customer Service no later than one hour prior to the order cutoff time on the day of shipment. Cutoff times occurring before normal hours of operation must be cancelled by COB the day prior.

### Thallous Chloride TI 201 Injection

- **New or Modified Orders:** Standing orders can be established before the close of business (COB), generally on the day prior to the scheduled ship date. Demand orders may be placed in advance, including the day of shipment, provided product is available and the order is placed prior to the order cutoff time.
- **Cancellation of Orders:** Standing and/or demand order cancellations must occur before close of business (COB) on the day prior to the scheduled ship date. See table below.

Scheduled Ship Day	Cancellation (COB)
Sunday/Monday	Friday
Tuesday	Monday
Wednesday	Tuesday
Thursday	Wednesday
Friday	Thursday

### **All Other Products**

- **New or Modified Orders:** Standing orders and/or demand orders will be accepted up to the order cutoff time.
- **Cancellation of Orders:** Cancellation requests must be received by Customer Service no later than one hour prior to the order cutoff time on the day of shipment. Cancellation requests for orders with cutoff times occurring before normal hours of operation must be received by COB the day prior to the day of shipment.

### **Hot Products**

Octreoscan™ (kit for the preparation of indium In-111 pentetreotide)  
Gallium Citrate Ga 67 Injection  
Indium In 111 Chloride Sterile Solution  
Sodium Iodide I 131 Therapeutic Capsules and Solution

### **Cold Products**

Kit for the Preparation of Technetium Tc 99m Sestamibi Injection  
Technescan MAG3™ (kit for the preparation of technetium Tc 99m mertiatide)  
Ultratag™ RBC (kit for the preparation of technetium Tc 99m-labeled red blood cells)  
Technescan™ HDP (kit for the preparation of technetium Tc 99m oxidronate)  
Technescan™ PYP (kit for the preparation of technetium Tc 99m pyrophosphate Injection)

*Cancellation or modification requests for any standing orders or demand orders of any Cold Product for quantities greater than thirty kits will require sixty days advance notice to process.*

### **Third Party Products**

Choletec® (kit for the preparation of technetium Tc 99m mebrofenin)  
Hepatolite (kit for the preparation of technetium Tc 99m disofenin for injection)  
Kit for the Preparation of Technetium Tc 99m Albumin Aggregated for Injection (MAA)  
Kit for the Preparation of Technetium Tc 99m Medronate (MDP)  
Kit for the Preparation of Technetium Tc 99m Pentetate Injection (DTPA)  
Kit for the Preparation of Technetium Tc 99m Sulfur Colloid Injection  
Sodium Iodide I 131 Diagnostic Capsules

If an order is placed for a Cold Product and/or a Third Party Product and on that particular requested ship date (*this applies to Thursday only*) there are no Hot Product<sup>1</sup> shipments going to that specific customer, then the order will automatically be shipped via Federal Express for delivery on the next business day. As an alternative, the order for the Cold Product and/or Third Party Product may be scheduled to ship on the next date that the customer has a Hot Product<sup>1</sup> scheduled to ship.

### **Product Shortages / Product Outages**

All customers affected by a product shortage or outage will be contacted by Customer Service or their Mallinckrodt Pharmaceuticals Nuclear Medicine Account Manager. If the customer is not available, a detailed voice message will be left. If leaving a message is not an option, the customer will be notified the next business day.

### **Delivery Issues**

If Mallinckrodt becomes aware of changes or issues related to delivery of ordered products, a member of the Customer Service, Distribution or Sales team will contact the affected customers with updated delivery information.

<sup>1</sup>*Generators, Sodium Iodide I 123 Capsules, Xenon Xe 133 Gas, Thallous Chloride Tl 201 Injection, Gallium Citrate Ga 67 Injection, Indium In 111 Chloride Sterile Solution, Octreoscan, Sodium Iodide I 131 Therapeutic Capsules or Solutions*