

PRODUCT REPLACEMENT PROGRAM

UTILIZED FOR DAMAGED OR UNUSABLE PRODUCT

Dextenza[®]
(dexamethasone ophthalmic insert) 0.4 mg
for intracanalicular use

If a DEXTENZA[®] insert is deemed unusable, Ocular Therapeutix may send a replacement product via the OcuCare[™] program.

FOR RETURNS OF EXPIRED PRODUCT OR PRODUCT DAMAGED IN SHIPMENT, please contact your distributor for return.

DEXTENZA Replacement Process:

1

VISIT us at MyOcuCare.com or CONTACT OcuCare at 1-877-286-2207 to request a form.

2

COMPLETE, SIGN, and FAX the Product Replacement Form to 1-855-518-7564 or upload a copy via MyOcuCare.com.

3

Physician/facility must provide a description of the incident and/or damage and properly dispose of spoiled/damaged DEXTENZA with documented attestation of doing so. The replacement process must be initiated within 30 days of spoilage/damage.

4

Once the Product Replacement Form is received and approved, customer should RECEIVE your replacement product within 5-10 business days (shipped from Cardinal Health).

PRODUCT REPLACEMENT FORM

PLEASE NOTE:

- The physician or provider must attest that the information provided is true, accurate and complete to the best of his/her knowledge.
- Product replacement is subject to adherence to Ocular Therapeutix policies and procedures regarding product replacement and Ocular Therapeutix has the right, in its sole discretion, to deny replacement when misuse is suspected.

Product is deemed unusable if:

- The product was mishandled, dropped, or broken;
- The product was inappropriately stored, refrigerated, or frozen;
- The product is deemed not appropriate for administration before, during, or after the procedure.

Contact OcuCare at 1-877-286-2207 for program information and additional requirements. Monday - Friday 8:00AM - 6:00PM ET

Phone: 1-877-286-2207 | Fax: 1-855-518-7564
www.MyOcuCare.com | www.DEXTENZA.com

© 2023 Ocular Therapeutix, Inc. All rights reserved. DEXTENZA is a registered trademark and OcuCare is a trademark of Ocular Therapeutix, Inc. MA-US-DX-0013-V3


PATIENT ACCESS AND
REIMBURSEMENT SERVICES