

# DIRECT-TO-PHYSICIAN REFRESH® IN-OFFICE SALES

## Bring added convenience to your patients.

### FREQUENTLY ASKED QUESTIONS

#### 1. Which REFRESH® products are available to purchase, and how much do they cost?

All REFRESH® products currently available at retail in the U.S. can be purchased. All pricing is published on [AllerganDirect.com](https://www.AllerganDirect.com). Any discounts will be reflected in the shopping cart at the time of checkout.

#### 2. How does an office set up an account in order to sell REFRESH® in-office?

Call [1.833.246.4393](tel:18332464393) Monday through Friday, between 8:00am and 7:00pm CT, and an Allergan customer service representative will help the office complete the application via phone.

The final application will be sent to the office for verification and signature. Once the application is received and processed (typically one to two business days), the office will receive a temporary password. Using this password, log into [AllerganDirect.com](https://www.AllerganDirect.com) and begin placing orders.

#### 3. What forms of payment can be used to purchase REFRESH® products?

American Express, Discover®, Visa®, or Mastercard® are acceptable forms of payment. If the office is unable to pay with a credit card and is interested in applying for credit terms, contact the Allergan Client Support Services department at [1.833.246.4393](tel:18332464393).

#### 4. What is the suggested retail price of each REFRESH® product?

Allergan recommends keeping pricing competitive with local retailers. Ask your Allergan representative for a list of suggested retail prices or visit [refreshbrand.com/direct](https://refreshbrand.com/direct) for a downloadable pricing guide.

#### 5. What is the minimum quantity of a product that can be ordered?

Six units per SKU of multi-dose formulas and three units per SKU for preservative-free formulas.

#### 6. Is there a display to place the product in?

Counter displays are available to order at no cost through [AllerganDirect.com](https://www.AllerganDirect.com).

#### 7. How long after an order is completed will the office receive products?

Standard FedEx Ground® shipping is offered, but overnight delivery is an option, for an added fee.

#### 8. Can a REFRESH® product be returned?

Yes. Full credit is given for merchandise in its original, unopened container within 12 months past the expiration date. Authorization for returning Allergan products is normally not required. Call [1.833.246.4393](tel:18332464393) for assistance.

#### 9. Does Allergan charge sales tax?

Your office may be required to provide sales tax exemption certificates (issued to Allergan) for your purchases of REFRESH® products for any state(s) the office has valid tax exemptions in and will be shipping those products to. Based on Allergan's interpretation of the various state tax laws, REFRESH® is a taxable item in most states, including the following: AL, AK, AZ, CA, CO, CT, GA, HI, ID, IL, IN, IA, KS, KY, LA, ME, MA, MI, MS, MO, NE, NV, NM, NC, ND, OH, OK, RI, SC, SD, TN, UT, WA, WV, WI, and WY. For any sales tax-related inquiries, please contact us at [IR-Sales\\_and\\_Use-Tax@Allergan.com](mailto:IR-Sales_and_Use-Tax@Allergan.com).



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