

14th August 2024

Returns: Vuse Zero Nicotine – Important Information

Dear sir/madam,

As promised, BAT Australia (BATA) will commence collection and return of Vuse Zero Nicotine products so that the crediting process can commence. All products will be surrendered to the TGA by BATA as part of the Business Surrender Scheme.

How do I get my credit?

1. Per the TGA's advice, businesses should not supply the products to consumers and should hold them in a secure location until products are collected.
2. You must lodge a retailer-led return via myBAT as per the retailer-led returns process.
3. BATA will collect all Vuse Zero Nicotine returns lodged via myBAT between the dates mentioned below and upon processing them, **issue a credit**. BATA will notify the TGA and surrender all products to the TGA.

Returns process – please follow:

1. Lodge your return via myBAT between the dates of the **15th of August – 23rd of August 2024**. **BATA will not accept returns lodged outside of these dates.**
2. Ensure you complete the product storage declaration form provided by your TR.
3. Place the returns battery sticker on the returns box. Your BATA representative will provide you with this*. Do not lodge your return without a sticker.
 - Only Vuse Zero Nicotine products will be accepted with your return. Failure to adhere to this may result in BATA withholding credits for all products received.
4. Be available for your returns collection.
 - Due to government- imposed timeframes, our logistics partner will only make **one collection attempt**. If they are unable to collect your return on the first attempt, BATA will be unable to surrender your Vuse products to the TGA on your behalf and you will need to make your own arrangements for their disposal.

*Can't find your returns battery sticker? Print one here: **(insert link to myBAT)**. Only colour-printed labels will be accepted.

Can I participate in the Business Surrender Scheme directly with the TGA?

- Yes, you can, however, note that if you participate in the Business Surrender Scheme yourself and surrender Vuse products directly to the TGA:
 - Due to not receiving the stock back ourselves, we cannot issue the corresponding credit.

- You must register directly with the TGA by email to vapereturn@health.gov.au before 1 September 2024.

We thank you for your cooperation and support. If you have any questions, please reach out to your BATA Trade Representative.

Kind regards,

BAT Australia

(Source: tga.gov.au/news/news/business-surrender-scheme-vaping-goods).