

For US Healthcare Providers

COVID-19 vaccines from BioNTech and Pfizer refrigerated shipping & handling information and FAQs

For questions regarding shipments from wholesalers, please contact the wholesaler directly.

For Additional information, please see the following appropriate brochures:
Storage and Handling Guidelines – Single-Use Thermal Shipping Container Brochure
Storage and Handling Guidelines – Reusable Thermal Shipping Container Brochure

These brochures are available on the covidvaccine-us.com website.

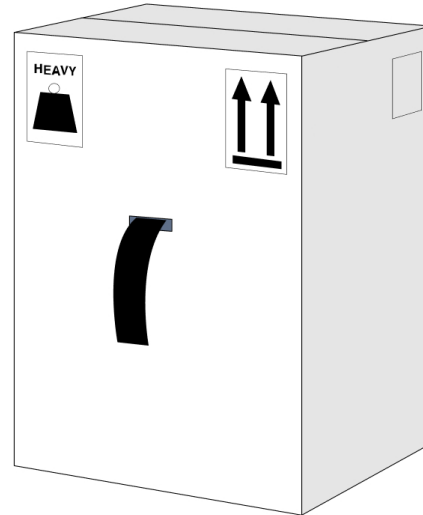
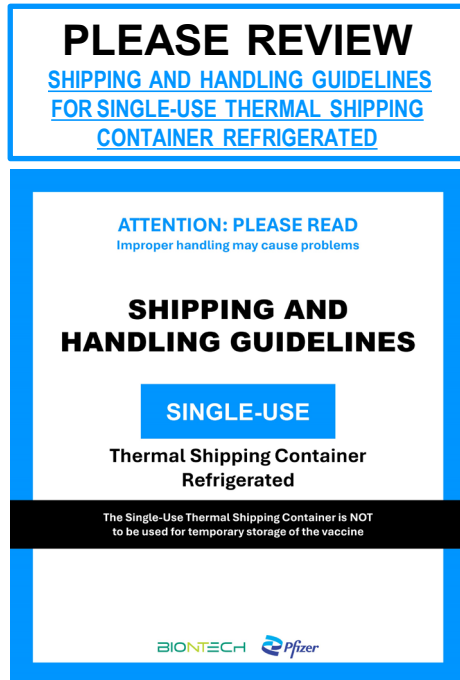
Single-Use Thermal Shipping Containers

(The vaccine is provided in a **Single-Use** or **Reuseable Thermal Shipping Container**.)

Single-Use Thermal Shipping Container

After use, the Single-Use Thermal Shipping Container should be disposed of at your facility.

To dispose of the Single-Use Thermal Shipping Container, please recycle the outer cardboard box and inner cardboard components. The remaining foam box and lid may be recycled or routed to landfill per local and state regulations.



PLEASE NOTE:

This container may NOT be used as temporary storage.

You must immediately store the vaccine product at 2°C to 8°C (35°F to 46°F).

[Please review the Shipping and Handling Guidelines for Single-Use Thermal Shipping Container Refrigerated.](#)

Please see the COMIRNATY® (COVID-19 Vaccine, mRNA) [Full Prescribing Information](#) and [Fact Sheets for Vaccination Providers and Recipients and Caregivers](#) or visit cdivaccine-us.com.

Refrigerated Reusable Thermal Shipping Containers (continued...)

(The vaccine is provided in a **Single-Use** or **Reuseable** Thermal Shipping Container.)

Reusable Thermal Shipping Container

Please note that reusable shippers will come with instructions for returning them.


Shippers designed for a single use will not contain these instructions.

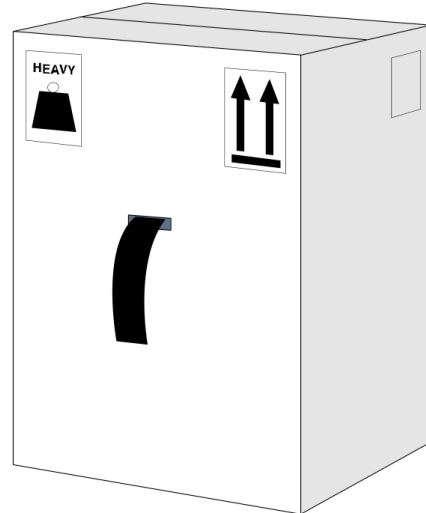
PLEASE REVIEW
[SHIPPING AND HANDLING GUIDELINES FOR REUSABLE THERMAL SHIPPING CONTAINER REFRIGERATED](#)

ATTENTION: PLEASE READ

SHIPPING AND HANDLING GUIDELINES

REUSEABLE
Thermal Shipping Container Refrigerated

BIONTECH 



Click [here](#) to learn more about returning the thermal shipping container

PLEASE NOTE:

DO NOT RETURN ANY UNUSED VACCINE PRODUCT WITH YOUR SHIPPING CONTAINER.

After use, the thermal shipping container must be returned to the supplier to help Pfizer fulfill its commitment to reusable resources.

PLEASE NOTE:

This container may **NOT** be used as temporary storage.

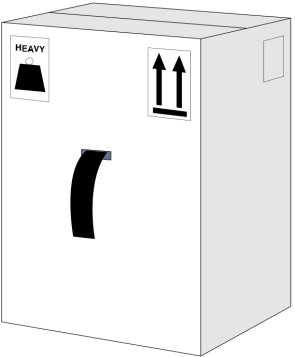
You must immediately store the vaccine product at 2°C to 8°C (35°F to 46°F).

Please review the [Shipping and Handling Guidelines for the Reuseable Thermal Shipping Container Refrigerated](#).

Please see the COMIRNATY® (COVID-19 Vaccine, mRNA) [Full Prescribing Information](#) and [Fact Sheets for Vaccination Providers and Recipients and Caregivers](#) or visit cdivaccine-us.com.

Time and Temperature Considerations

- Handling the prefilled syringe carton between storage environments: immediately transfer prefilled syringe to refrigerated storage at 2°C to 8°C (35°F to 46°F).
- Do not open prefilled syringe cartons until there is a need to remove prefilled syringes for transfer, or use.
- Upon delivery:
 1. Inspect the thermal shipping container to confirm that ordered or prefilled syringe cartons were received.
 2. Do not stack or place anything on top of the thermal shipping container.
 3. Do not freeze prefilled syringes

Originating Temperature Environment	Storage Instructions
 <p data-bbox="774 889 1049 1001">From Thermal Shipping Container 2°C to 8°C (35°F to 46°F)</p>	Do NOT freeze contents
	<p data-bbox="1302 446 1770 472" style="text-align: center;">Prefilled Syringe Storage Information</p> <p data-bbox="1174 508 1888 596">COMIRNATY glass prefilled syringes (NDC 0069-2377) may be stored at 2°C to 8°C (35°F to 46°F) until the expiration date printed on the carton and syringe labels.</p> <p data-bbox="1174 625 1358 651" style="color: #f4a460;">DO NOT FREEZE.</p> <p data-bbox="1174 682 1875 739">The total time out of refrigeration (at temperatures between 8°C and 25°C (46°F and 77°F)) must not exceed 12 hours.</p>
	<p data-bbox="1327 775 1714 801" style="text-align: center;">Additional Storage Information</p> <p data-bbox="1174 836 1888 893">Regardless of presentation during storage, minimize exposure to room light, and avoid exposure to direct sunlight and ultraviolet light.</p> <p data-bbox="1174 929 1888 1086">Regardless of storage condition, the vaccine should not be used after the expiration date printed on the prefilled syringes and cartons. Prefilled syringes may be stored in the refrigerator according to the expiry date on the prefilled syringe and carton label and at room temperature [8°C to 25°C (46°F to 77°F)] for 12 hours prior to use.</p>

All cartons of COMIRNATY prefilled received at 2°C to 8°C (35°F to 46°F), should be stored at 2°C to 8°C (35°F to 46°F).

SAFE DISPOSAL OF VACCINE PREFILLED SYRINGES

- Discard prefilled syringes that have been at room temperature past 12 hours [8°C to 25°C (46°F to 77°F)] .
- Discard prefilled syringes past expiration date.
- Discard prefilled syringes in a sharps container as medical waste to ensure they are permanently destroyed.
- Discard prefilled syringe cartons as medical waste so they cannot be reused.

Please see the COMIRNATY® (COVID-19 Vaccine, mRNA) [Full Prescribing Information](#) and [Fact Sheets for Vaccination Providers and Recipients and Caregivers](#) or visit covidvaccine-us.com.

Shipping and Handling Frequently Asked Questions

Below are answers to some commonly asked questions about the shipping and handling of COVID-19 vaccines from BioNTech and Pfizer.

Do customers have to return the thermal shipping containers?

For Reusable Thermal Shippers:

- The reusable shipper should be returned.
- After use, the thermal shipping container, including all components inside must be returned to the supplier to help Pfizer fulfill its commitment to reusable resources.
- When the shipping container is ready to be returned, and all the components are inside, seal it with tape.
- Follow the instructions on the shipper to return. For assistance on returns, contact: Aerosafe at 585-760-2830

Elements Required for Return

- Thermal shipping container and inner components

For Single-Use Thermal Shippers:

- The Single-Use shipper should not be returned and should be disposed of at your facility.

Is there Customer Service available to help address questions?

- The number for Pfizer Customer Service is 1-800-666-7248.

Please see the COMIRNATY® (COVID-19 Vaccine, mRNA) [Full Prescribing Information](#) and [Fact Sheets for Vaccination Providers and Recipients and Caregivers](#) or visit cdivaccine-us.com.

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