

# VACCINES

Do you have vaccines that need to be delivered to customers other than pharmacies? Then Tamro has a solution for you. Our service for vaccine distribution makes it easy for your customers to order vaccines – regardless of whether they place orders twice a week or twice a year.

## WHY THIS SERVICE?

School nurses, veterinary clinics, health centres and vaccination centres – there are many actors other than pharmacies who want to be able to order vaccines quickly and easily. We give your customers the opportunity to order vaccines from a customer service with knowledgeable personnel, long opening hours (8 am–6 pm) and the goal of answering within 20 seconds.

## DESCRIPTION OF THE SERVICE

Vaccines to pharmacies and hospitals are distributed via Tamro's normal distribution chain. This service is for all vaccines to other recipients. Vaccine orders vary by season and organisation. Sometimes a great many vaccines need to be delivered in a short space of time, other times there are long intervals between orders. This is why we have done everything to make things easier for those placing orders.

Orders can be made over the phone (0771-15 00 30) and by e-mail ([vaccin@tamro.com](mailto:vaccin@tamro.com)). Our personnel are well versed in vaccine issues and can answer under the aegis of your company if desired. The cut-off time for orders is 2 pm (Monday–Thursday) and we deliver the next working day. Exceptions are Friday and the day before a public holiday.



We pick and pack the vaccines at the right temperature and use approved packaging. Delivery by unbroken cold chain can be arranged and we can include a temperature monitor in the shipment. Your customers return all packaging once the vaccines have been delivered and you decide whether they are to be invoiced in our name or yours. Credit checks are included in the invoicing process.

You can find more information about our vaccine deliveries at [tamro.se/vaccin](https://tamro.se/vaccin). Everything from how to become a customer to order forms and instructions for handling and complaints.