



1375 W Fulton Street, Suite 1300, Chicago, IL 60607

Camp Product Donation

Frequently Asked Questions

How do I request product donations for camps? A camp representative will need to request a product donation application directly using this [link](#). The application will need to be completed, signed, and returned with the Camps 501(c)(3), and a copy of the medical director's license. You can also visit our [website](#) for additional information.

How long does it take to process a donation request? Once a complete product donation request is received (completed/signed form, including Camp 501(c)(3) and copy of Medical Director License), the request will be sent for internal review and approval. On average the approval process can take up to 7-14 business days.

Who can sign as a medical director? The medical director signing off on the donation application must be a MD, NP, or PA licensed in the state in which the camp takes place during the duration of the camp.

How much product can I request? The quantity of product requested should be reasonable based on the number of expected campers and duration of your camp sessions. For questions regarding product donation amounts, please send your question directly to diabetescamps@xerispharma.com.

Can I have donations delivered to my home? No. Product Donations can only be shipped to the requesting camp address or medical office affiliated with the Camp Medical Director. Residential addresses will not be accepted.

When can I expect delivery of my product donation? Deliveries are set based on the requested delivery date listed on the application. There must be a staff member on site to accept and sign for the delivery. No deliveries will be left outside. Deliveries are made Tuesday -Friday. We do not deliver Saturday - Monday. If you requested delivery date falls on a Saturday - Sunday your donation will be set to deliver on the Friday before requested date.

What is company policy on returning unused product? Product is donated for use during the requested camp session under the supervision of the requesting Medical Director. Any product not used during the camp session will need to be returned. Product Returns are REQUIRED to be eligible for support in future camp seasons.

How do I return product? A shipping label and packing slip will be provided for all returns. Information will be provided to you on the return process. Any questions, please contact diabetescamps@xerispharma.com.

How do we gain more knowledge about Gvoke® (glucagon injection)? We are happy to connect you with our field teams to participate in any in-person training and/or education sessions. With each product donation, educational materials are provided to the camp to share with campers, families, and staff.

To learn more about Gvoke, please visit the product [website](#). Additional resources and information can also be found [here](#). Please see the [full prescribing information](#) for important safety information.

