

19th July 2010

**PULMOZYME® (dornase alpha) Ampoules 2.5mg**  
**VALCYTE® (valganciclovir) Tablets 450mg x 60**

Dear Pharmacist

In order to ensure a consistent and reliable supply of product for all UK patients we are making changes to ordering and delivery arrangements for PULMOZYME® and VALCYTE® with effect from Monday 26<sup>th</sup> July 2010.

**Currently these products are ordered via AAH Pharmaceuticals Ltd or Alliance Healthcare Ltd. However with effect from 26<sup>th</sup> July 2010 , we will no longer be supplying these product presentations to either AAH or Alliance Healthcare and once wholesaler stocks are exhausted, any orders for these packs should be made directly to Roche Products Ltd.**

Presentation	Pack Size	EAN Code	PIP Code	Trade Price £ (excl VAT)
Pulmozyme Ampoules 2.5mg ✱	30	5000471004106	205-3783	496.43
Valcyte Tablets 450mg	60	5000471005950	286-8172	1081.46

✱ - Indicates storage at between 2-8 ° C required

Direct orders received before 4pm Monday-Friday will be delivered on next working day\* via either our dedicated cold chain carrier Movianto, or via DHL for ambient shipments. There are no delivery charges for next day delivery but should you require a timed service (e.g. pre noon) a £15 surcharge will apply which will be added to the total cost of your order.

*\* Some postcodes subject to different delivery timelines and Roche will contact customers in these areas separately.*

**Roche Products Limited**

Hexagon Place  
6 Falcon Way, Shire Park  
Welwyn Garden City  
Herts AL7 1TW

Supply Chain Team

Tel. 0800 731 5711  
Fax 0800 169 5432  
Rx\_custserv@roche.com

Orders for direct product lines will need to be placed on a Roche account. If you do not hold an account with Roche, please call our Customer Care Team who will be able to assist you in opening an account with us or taking your order.

**Roche Customer Care Team – Freephone - 0800 731 5711**

**Fax – 0800 169 5432**

**Email - [welwyn.rx\\_custserv@roche.com](mailto:welwyn.rx_custserv@roche.com)**

Please find enclosed a Roche Direct Supply Order form that may be faxed to us if you prefer. Please make a photocopy in order to re-use each time. This includes all products that are only available for direct supply from Roche.

We have also enclosed an Emergency Supply Order Form which can be used to order small quantities of products from Roche in the event that stock is not available through wholesalers AAH and Alliance.

Please may we take this opportunity to thank you for your continued support and understanding.

Yours sincerely

A handwritten signature in black ink, appearing to read "Julie Catlin".

Julie Catlin