

## Return Policy

### General Rules

- By law, once a prescription has left the pharmacy, it may not be returned for resale. Patient and insurance costs will be refunded in the event of a prescription error.
  - A prescription error is a preventable mistake in the prescription filling process that results in an error in one or more of the 'normal features' of a prescription. The 'normal features' include the identity of the recipient, the identity of the drug, the formulation, dose, route, timing, frequency, and duration of administration.
- Pharmacy Solutions is not responsible for errors made by the physician/physician's staff when ordering your prescription.
- Pharmacy Solutions will reimburse the insurance company for prescriptions that were prescribed and billed but not picked up by the patient. If the patient prepaid the copay, the copayment will be refunded to the customer.
- Pharmacy Solutions is not responsible for errors made by patients when calling for refills. When calling in refills please state your name, the RX number, the drug name & dose and the quantity required.
  - Please be certain that you are calling for the most recent prescription, and not reading information from an older container.
- It is the responsibility of the patient to inform the pharmacy staff of changes in therapy, personal information, address, or insurance.
  - Prescribers do not inform us of address or insurance changes.
  - Verbal conversations between patients and doctors regarding the use of medications are not shared with pharmacies.

### Vitamins and Supplements

- Our vitamin and supplement manufacturers offer a 100% satisfaction guarantee on all of their products.
- If you are not happy with a product for any reason, you may return the unused portion within 30 days of purchase and receive a full refund or replacement product (less shipping and handling).
- All supplement returns must include the original sales receipt.

### Autoship Policy

- The Autoship program offers convenience and savings by

automatically refilling and sending prescriptions with no shipping fee.

- For a prescription to be eligible for Autoship, it must be prescribed with a minimum of 3 refills.
- Any non-prescription product can be enrolled in Autoship.
- An email reminder will be sent 5-7 days prior to the scheduled shipping date.
- When your order has shipped, you will receive an email with tracking information.
- Adjustments can be made to Autoship orders 7 days prior to the scheduled shipping date.
- To sign up for Autoship or to adjust a scheduled order, contact **Customer Care toll free 877-797-6567.**