

Pharmacy Solutions Return Policy

General Rules:

- By law, once a prescription has left the pharmacy it may not be returned for resale. If we made an error while filling your prescription, we will refund your costs and the costs charged to your insurance company.
 - A prescription error is 'a failure in the prescription writing process that results in a wrong instruction about 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.
- We are not responsible for errors made by the physician/physician staff when ordering your prescription.
- We are not responsible for errors made by you when calling for refills. When calling in refills please state your name, the RX number, the drug name & dose and also the quantity required.
- It is your responsibility to inform our staff of adjustments in your therapy, changes in your personal information, change of address and change of insurance.
 - You may have informed your prescriber of address and insurance changes but they do not routinely forward that information on to us.
 - In addition, verbal conversations between you and your doctor regarding the use of your medications are not routinely shared with the pharmacist.

Auto-Ship Policy:

- For prescription products to be eligible for Autoship, we require that a minimum of 3 refills are authorized by your healthcare provider.
- Any non-prescription product can be enrolled in Autoship.
- The Autoship program is very flexible. We can, at any time prior to your scheduled shipping date, adjust your order. However, making frequent monthly adjustments does not constitute as an automatic shipment and may result in a shipping delay or error.
- As an added convenience, you will receive an automatic email reminder 5-7 days prior to your scheduled ship date. If you need to make any changes to your order or ship date, please contact Customer Care at 877-797-6567 (option 1) OR email us from your reminder email.
- You will receive an automatic email with tracking information when your order has shipped. You may sign up for these automatic emails by contacting Customer Care.

Over the Counter Vitamins and Supplements:

- Our vitamin and supplement manufacturers offer a 100% satisfaction guarantee on all their products. If for any reason you are not happy with a product, you may return the unused portion within 30 days of purchase for replacement with a different product or full refund (less shipping and handling). Please save your receipt until you are sure the product is right for you. All receipts must accompany returns for credit.

All Prescription/product returns must be authorized/approved by the lead pharmacist at Pharmacy Solutions.

- If you have a question about a package you received, please call our Customer Care Center at 877-797-6567 to inquire about the contents but do not open package. We cannot accept Prescription packages that have been opened by law.
- All authorized returns will be credited upon receipt of the return, less shipping costs. Shipping costs will not be credited unless the shipping error was the fault of the pharmacy.