

Return, Refund, and Cancellation Policies



Whitwell Pharmacy

General Guidelines:

All prescription/product returns, refunds, or cancellations are at the discretion of our management team.

We DO NOT accept returns for:

- 1. Any item that may come in contact with bare skin.**
- 2. Any item that has been opened, the seal has been broken/tampered with, or is not in its original packaging.**

In the unlikely event that you are not completely satisfied with any non-prescription items, [over-the-counter medications/supplements, medical supplies, medical equipment, gifts, etc.] details of our return policy are below:

- Returns are accepted within 7 days of the original purchase date.
 - Items must be unopened, and in the original condition.
- We can only process a refund where a valid receipt exists.
 - We reserve the right to refuse refund requests where a valid receipt is not provided or offer an exchange or credit voucher.
- ALL refunds will be issued to the original payment form.

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 'any preventable event that may cause or lead to inappropriate medication use or patient harm, such as wrong drug, wrong dose, wrong directions, etc.'*
- We are not responsible for:
 - Errors made by the physician/physician staff when ordering your prescription.
 - Failure of the patient to attain the package in a timely manner after delivery.
 - Dissatisfaction with medication due to the chosen flavor, side effects, or lack of efficacy.
 - Errors were made by the patient or caregiver when calling for refills.
- It is your responsibility to inform our staff of adjustments in your therapy, changes in your personal information, change in address, and change in insurance.
 - You may have informed your prescriber of address and insurance changes, but they do not routinely forward that information to the pharmacy.
 - In addition, verbal conversations between you and your doctor regarding the use of your medications are not routinely shared with the pharmacist.