

MD Custom Rx Prescription Medication Terms and Conditions

By submitting payment for a prescription medication prepared by MD Custom Rx, I acknowledge and agree to the following terms:

1. Custom-Prepared Prescription Medication

I understand that medications prepared by MD Custom Rx are custom-made prescription medications prepared specifically for an individual patient pursuant to a valid prescription or authorized prescription order. These medications may be compounded, specially prepared, labeled, packaged, or otherwise dispensed for the named patient only.

Because each prescription medication is prepared specifically for the individual patient, it cannot be restocked, resold, reused, or dispensed to another patient.

2. No Returns

I understand that, once a prescription medication has been prepared, dispensed, shipped, delivered, or picked up, it cannot be returned to MD Custom Rx for reuse, resale, or refund, except where required by applicable law.

For patient safety, medication integrity, and compliance with pharmacy laws and regulations, MD Custom Rx cannot accept returned prescription medications once they have left the control of the pharmacy.

3. No Refunds After Payment

I understand and agree that all prescription medication sales are final once payment is submitted.

Because MD Custom Rx begins the process of preparing a custom medication after payment is received, prescription medications are non-returnable and non-refundable once paid for, except in circumstances where MD Custom Rx determines that a refund, replacement, correction, or other remedy is required by law or appropriate due to a verified pharmacy error, product recall, or inability of MD Custom Rx to prepare or dispense the medication.

4. Patient Responsibility to Review Order Information

Before submitting payment, I agree to review the prescription, medication name, dosage form, strength, quantity, shipping or pickup method, patient information, and payment amount to the best of my ability.

I understand that it is my responsibility to ask any questions before payment is submitted, including questions about medication cost, shipping, timing, formulation, directions for use, or whether I still want the medication prepared.

5. Prescriber Changes, Cancellations, or Therapy Changes

I understand that if my prescriber changes, discontinues, or cancels my therapy after payment has been submitted, the medication may still be non-refundable because it was custom-prepared or in the process of being prepared specifically for me.

6. Shipping, Delivery, and Pickup

I understand that shipping delays, carrier delays, failure to pick up medication, incorrect address information provided by the patient, or inability to receive a delivered medication do not automatically qualify the prescription medication for return or refund.

If there is a concern regarding shipping, delivery, temperature exposure, damage, or loss, I agree to contact MD Custom Rx promptly so the pharmacy can review the situation and determine the appropriate next step.

7. Medication Concerns

I understand that if I have a concern about the medication I receive, including a suspected error, damage, adverse reaction, quality concern, or question about use, I should contact MD Custom Rx promptly.

MD Custom Rx will review reported concerns in accordance with pharmacy policy, applicable law, and patient safety standards. Nothing in this policy limits MD Custom Rx's responsibility to address verified dispensing errors, recalls, quality concerns, or other issues as required by law.

8. Acknowledgment

By checking the box below and submitting payment, I acknowledge that I have read, understand, and agree to MD Custom Rx's prescription medication terms and conditions.

I understand that prescription medications from MD Custom Rx are custom-made for the individual patient and, once paid for, are not returnable and are non-refundable, except as required by applicable law or as determined appropriate by MD Custom Rx due to a verified pharmacy error, recall, or inability to prepare or dispense the medication.