

Koshland Pharm

Custom Compounding Pharmacy

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Koshland Pharm Refund Policy: All Compounded Medication Sales Are Final

- Every medication we make is customized for a specific patient. We do not accept returns or process refunds for compounded medications. Patients are encouraged to ask any questions they have about their custom medication at the time of ordering. We contact the patient with every new prescription to make sure they agree to purchasing the prescription before the order is made.
- Specific therapeutic outcomes cannot be guaranteed and are not grounds for returns or refunds. Many times, to achieve therapeutic effect with customized medications, adjustments need to be made. Our team of pharmacists works closely with providers to help patients achieve their desired outcomes. It can take some time and dose adjustments to reach the patient's health goals.
- Should a patient have a request for a replacement of a medication due to a challenge with the dispensing device, they must contact the pharmacy within thirty days of the receipt of their prescription. A patient who has difficulty with consistent dosing with their device may always request a different device to try for their next order. Inconsistent dosing is not evidence of a defective device. If a patient requests a replacement, they must bring the original prescription into the pharmacy so the pharmacist can determine if the device is defective.
- Should a patient have a problem with the shipment of their medication, they must contact the pharmacy within a day of the time they were due to receive their order. For cold shipments, the medication is validated until 8:00pm on the day of delivery. The patient is responsible for maintaining the correct temperature of their medication after 8:00pm on delivery day.

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