

Return Policy

Our goal is to ship every order accurately. In the event of an error, we will correct it. Before returning any item to MMS Solutions, please read this entire Return Policy and follow our Return Procedure. A copy of this Return Policy and Procedure may also be found on our website at mmspharmacy.com

In most instances, damaged or defective medication or supply items are replaced at no charge. Items should be inspected upon delivery for damage and/or defect and reported to MMS immediately. Delay in reporting any damage or defects can result in denial of refund/replacement.

All returned ancillary supplies are evaluated for integrity to determine if the items are in saleable condition and if the account will be credited. All returned medications and nutritionals are evaluated by a pharmacist for pharmaceutical integrity upon return. If there is any doubt as to the pharmaceutical integrity of the returned medication or nutritional, we will err on the side of caution and deem the medication damaged and unusable. Determination of pharmaceutical integrity and saleable condition of all medication returns are subject to the final decision of the reviewing pharmacist when determining if an account will be credited.

Please make every effort to prevent the need for an item to be returned.

Return guidelines

- Recalled medications/supplies are treated differently than returns.
- The customer is responsible for any shipping charges incurred when returning medications or supplies ordered in error.

For credit

- Any medication or supply item must be returned to MMS Solutions within a timeframe that ensures integrity of the product, and the product must be in saleable condition.
- A return authorization number (RA#) must be obtained from MMS Solutions, written on the original packing slip and included with the return.
- All returned items received at MMS Solutions are evaluated for integrity to determine if items are in saleable condition and if the account will be credited.

Items not accepted for return

- All Mircera™ products
- Partially used medication and/or supply orders.
- Medications received at a residential address (patient's place of residence, including a nursing home or assisted living facility).
- Medication and/or ancillary supply orders dispensed to any U.S. territory (e.g., Guam, U.S. Virgin Islands, Bahamas, Puerto Rico).

Medication guidelines

For credit

- All medication must be returned to MMS Solutions within a timeframe that ensures pharmaceutical integrity of the product, and the product must be in saleable condition.
- All returned medications received at MMS Solutions are evaluated for integrity by a pharmacist to determine if items are in saleable condition and if the account will be credited.

Oral medication requirements

- Returned oral medication is **only** accepted when unopened and dispensed in the manufacturer's original, sealed, tamper-evident bottle.
- Credit to an account will **only** occur if oral medication is returned to MMS Solutions in a sealed, unopened, manufacturer's original, tamper-evident bottle.
- Medications must be stored in accordance with manufacturer guidelines.
- Medications (including damaged and defective) must be returned within 30 days of the date filled.

Ancillary supply order guidelines

For credit

- All supply items must be returned to MMS Solutions within a timeframe that ensures integrity of the product, and the product must be in saleable condition.
- All returned items received at MMS Solutions are evaluated for integrity to determine if items are in saleable condition and if the account will be credited.
- Supply orders must be returned within 30 days of the date filled, unless damaged or defective upon order receipt.
- Damaged or defective supply orders must be returned within 60 days of the date filled.

Supply orders accepted for return

Clinic/facility supply deliveries

- Supply orders for patients who no longer need the supplies.
Please note: The customer is responsible for any shipping charge recurred for returning supplies no longer needed.
- Supply items that are received damaged and/or defective.
- Supply items for patients that were ordered by mistake from the facility.
Please note: The customer is responsible for any shipping charge recurred for returning supplies ordered in error.

Medication orders accepted for return

Clinic/facility medication deliveries

- A patient no longer needs the medication(s).
Please note: The customer is responsible for any shipping charges recurred for returning medication no longer needed.
- The medication(s) were ordered by mistake from the facility.
Please note: The customer is responsible for any shipping charges recurred for returning medication ordered in error.

Residential medication deliveries

- Please note:** Medications received at a residential address may not be returned, including deliveries to a nursing home or assisted living facility. Medication(s) considered "undeliverable" by UPS or FedEx. Reasons for an order being undeliverable may include the following:
- The driver is unable to obtain a signature when required for delivery.
 - A shipment address is incorrect or a location issue occurs.

Residential supply deliveries

- Supply items were received damaged and/or defective.
- Supply items were ordered by mistake from the facility.
- Supply shipment is considered "undeliverable" by UPS or FedEx. Reasons for an order being undeliverable may include the follow:
 - The driver is unable to obtain a signature when required for delivery.
 - A shipment address is incorrect or a location issue occurs.
 - Customer refuses delivery upon receipt. **Please note:** Credits for "refused" supply orders are based on whether the supplies are in saleable condition upon return to MMS.

Procedure for order return (medications and ancillary supplies)

Return checklist

Determine if an item may be returned using the MMS Solutions Return Policy or by calling MMS Solutions.

Request a RA# from MMS Solutions if an item meets return requirements.

Write the RA# on the original packing slip and include with the return item(s).

Package items appropriately for return. See "Packaging requirements" section.

Ship items for return to MMS Solutions within seven days of receiving RA#. Refrigerated items must be shipped only Monday, Tuesday or Wednesday using overnight or second-day air delivery.

Please note: Refrigerated items received warm at MMS will be denied credit.

All items must be returned using a trackable delivery method.

Please note: A trackable delivery method is defined as any mailing service that allows confirmation receipt of a package at the intended destination (e.g., FedEx, UPS, USPS Priority Mail with Delivery Confirmation, USPS Priority Mail with Signature Confirmation, USPS Express Mail, etc.).

Returned items are evaluated for integrity to determine if the items are in saleable condition and if the account will be credited. The customer will be notified for non-approved returns (medication and ancillary supplies).

Packaging requirements

Non-refrigerated items

Wrap non-refrigerated items such as Heparin, Vancomycin or supplies in bubble wrap or equivalent material and place in a container (box) to prevent damage during transport.

Refrigeration required items

Refrigerated items must be shipped only on Monday, Tuesday or Wednesday using overnight or second-day air delivery.

Supplies needed

- Ice packs (ice packs must be frozen overnight or until solid).
- White "refrigerate immediately" cooler box containing polystyrene foam cooler in box. (If needed, a cooler box containing ice packs is available from MMS Solutions upon request.)

Shipping instructions

- Ship using ice packs and place in a white "refrigerate immediately" cooler box, mentioned above.
- Include the RA# written on the original packing slip.

Ship medications to the following address:

MMS Solutions

ATTN: Operations Department
239 Mason Road
La Vergne, TN 37086

Ship supplies to the following address:

MMS Solutions

ATTN: Supplies
233 Mason Road
La Vergne, TN 37086

