

Patient Returns Policy

At NCC, all the medication we supply is custom made by our technicians for each individual patient.

Because of this, we **cannot** accept returns and refunds for any of the following reasons

- Change of mind after confirming and paying for the order.
- Upon ordering, any incorrect details (including) address have been provided to us.
- The product has perished due to incorrect storage (e.g. has not been stored in the fridge etc.)
- Ordering the incorrect medication (ie. Over the counter product, with an incorrect strength), or ingredient or ordered the wrong item on a prescription.
- If the medicine physically leaves the Pharmacy premises.

We **may** accept returns and **offer** a free replacement if

- The product has been lost in transit (offering a replacement product)
- The product or packaging is faulty. (e.g. nasal spray bottle not spraying, pump action container not working etc.)
- The product or packaging has arrived damaged whilst in transit (broken bottle etc). Please provide photographic evidence of the damage to NCC for a replacement.

We **may** accept returns and **offer** a refund if

- Your doctor has suddenly had to change the strength or type of medicine due to their professional judgement. *In this scenario, the NCC Pharmacists and your Doctor will have a direct conversation around the prescription before issuing any changes or refunds.*

If you are unsure whether a product you have can be returned or refunded, please don't hesitate to call us on **1300731755** or email us at admin@customcompounding.com.au

