



Return Policy

At TopRx, we value the opportunity to service your pharmacy needs. Our goal is that every transaction exceeds your expectations. If we have failed to do so, for whatever reason, **we'll take it back** provided that it meets the required conditions. And, if we have sent items in error, we will send a pre-paid freight label if we are notified within 10 days of receipt.

Returnable

- Product stored in compliance with the product label
- Product in date and in its original packaging
- Product is unopened and not damaged
- Product is returned directly to TopRx

Non-Returnable

- Product is opened or defaced
- Product purchased as non-returnable
- Product not purchased directly from TopRx
- Product is refrigerated
- Product without an approved return authorization number

Returns Process

- Contact a customer service representative at 844-438-1700, or email customerservice@toprx.com
- We will send you a return authorization number to write on the outside of the box and return authorization form to accompany the product being returned
- If the product is returned after 10 days and the reason for the return is not due to a TopRx error freight will be paid for by the customer
- Upon receipt of the product at our facility, a credit will be issued within 30 business days

Terms

- Product must be authorized by TopRx prior to returning to receive credit; any product returned without prior authorization will not be credited
- Non-returnable product such as brands and product sold as short dated will automatically be destroyed
- Product received at our facility after 90 days from invoice date will be credited the lesser of invoice price or current market price
- Product received at our facility after 180 days from invoice date will be credited the lesser of invoice price or current market price, and will be charged a 25% restocking fee
- No credit for accounts with no invoice activity in past 90 days or accounts in the process of closing or selling
- TopRx reserves the right to amend this policy without prior notice
- This return policy supersedes prior policies