### May NOT Be Refused
- Medications dispensed by another pharmacy
- Compounded prescriptions
- Special order items
- Compounded items, including TPN and IV mixtures.
- Partial refusals (the entire order must be refused).
- *All other medications may be refused in full at the time of delivery.

**Refusals** – Unopened and unused medication orders or items i.e. IV supplies and equipment that are refused during transit or at the time of delivery.

**Refrigerated items that are refused must be received with ice packs to be eligible for credit.**

### May NOT Be Returned to Pharmacy
- Medications dispensed by another pharmacy
- Expired medications
- Altered tablets (1/2 tabs, 1/4 tabs etc.)
- Medications dispensed more than 45 days ago
- Medications that have been billed to an insurance company and partially used
- Refrigerated items
- Special order items
- Oral medications dispensed in vials
- Compounded items, including TPN and IV mixtures
- Controlled medications that are not refusals, including back orders or partial orders
- Remaining 1-2 tabs left from cycle fill
- Empty cards

### May Be Returned to Pharmacy
- Full orders dispensed within the last 45 days.
- Partial bubble packed items dispensed within the last 45 days, **unless** billed to an insurance company.
- If manufacturer’s packaging is intact and is tamper proof, the following can be returned to the pharmacy:
  - Liquids
  - External medications (creams, ointments, etc)
  - Inhalers
  - Bulk items (Miralax, Psyllium, etc.)

This is not a full list of medications that may or may not be credited. For more information please see your pharmacy policy and procedure manual. To ensure proper credit is given, please return all medication for one order together, fill out the return for credit form and do not write on medication cards until after you have started using the medication.