Delivery Issue Reporting Instructions

For mailed prescription deliveries

Questions or problems with your prescription delivery?

Contact us right away. Please inspect your package as soon as you receive it.

Call the pharmacy immediately if any of the following occur:

- Your package arrived late or was not delivered.
- Your package appears damaged, opened, wet, crushed, or tampered with.
- Your medication is missing, incorrect, or different from what you expected.
- Your medication arrived warm, hot, frozen, or otherwise outside expected condition.
- Ice packs, gel packs, temperature tags, or temperature indicators appear unusual or show a possible temperature problem.
- The prescription label, patient information, Medication Guide, or other required paperwork is missing or incorrect.
- You received a package intended for someone else.

Emergency Warning: If you are experiencing a medical emergency, call 911 or seek emergency medical care immediately. Do not wait for a return call from the pharmacy.

Do not use the medication until you speak with the pharmacy if:

- You believe the medication may be incorrect.
- The package appears tampered with.
- The medication may have been exposed to unsafe temperatures.
- The medication looks, smells, or feels different than expected.

How to report a delivery issue

Pharmacy Name	PRO-spectus Health Solutions, LLC
Pharmacy Address	15058 Beltway Drive, Suite 119B, Addison, TX 75001
Toll-Free Phone	(877) 877-5321
Pharmacist Availability	Monday–Friday, 9:00 AM to 5:00 PM CST (closed 1:00–2:00 PM)
After-Hours Instructions	Email pharmacy inbox with your contact information and concern
Email	pharmacy@pro-spectushealthsolutions.com
Carrier Tracking Number	List carrier and see tracking number on shipping label

When contacting us, please provide:

- Your name and date of birth.
- Prescription number, if available.
- Delivery address.
- Date and time the package was received or expected to be received.
- Description of the problem.
- Photos of the package, shipping label, medication container, temperature indicator, or damaged contents, if available.

What we will do

The pharmacy will review your report and determine the appropriate next steps, which may include contacting the delivery carrier, reviewing shipment and temperature information, replacing the medication when appropriate, contacting your prescriber, or giving you instructions on safe handling or disposal.

Do not throw away the package, medication, label, inserts, temperature indicator, or packing materials unless the pharmacy tells you to do so.