



Damien Pharmacy Delivery Policies

Effective January 1st, 2025

- You will receive notifications via text or telephone that your prescription order is ready.
- You must confirm the delivery address either by responding to text messages or calling on the phone each time to have your order delivered.
- Unless otherwise specified, all deliveries will be made by UPS SurePost. Additional options, such as contracted courier or other UPS methods, may be utilized when available.
- An attempt will be made with all deliveries to obtain a signature.
- For deliveries made through UPS SurePost, the delivery will be left in your mailbox and no signature is required. With these deliveries, there will be a receipt and/or a QR code for the patient to provide a signature for confirmation of delivery.
- If you choose to waive an in-person signature for deliveries made by UPS, other than SurePost or contracted courier, then you take responsibility for the package once it is delivered. **Every attempt will be made to deliver the package to a secure location, but Damien Pharmacy is not responsible for theft or tampering with the package once delivered.** There will be a receipt and/or QR code in the package for you to provide a signature for confirmation of delivery.
- Failure to return proof of delivery may result in delays with future shipments or the loss of delivery privileges.
- If proof of delivery is not received on an individual prescription that has been selected for audit, the pharmacy will reach out to you to obtain proof of delivery. Failure to provide this proof of delivery will result in the loss of delivery privileges.
- You are allowed one free delivery each month. Exceptions to this rule are new prescriptions which have been sent into the pharmacy for you outside of your monthly refills. Additional deliveries may be charged a \$5.00 delivery fee. Please, ensure when confirming your delivery order that all your necessary prescriptions are included.
- If you have an appointment where prescriptions are being sent to the pharmacy, then you are responsible for checking with the pharmacy prior to your departure from the clinic. If you do not check with the pharmacy regarding these prescriptions, then the pharmacy may charge a \$5 delivery fee for prescriptions to be delivered.
- For courier services, all deliveries are confirmed prior to delivery. If you are not home at the designated confirmed times, then you will be responsible for picking up the package at the pharmacy or the pharmacy may charge a \$5 delivery fee for redelivery of the package. Once deliveries have left the pharmacy with the courier, they may not be rerouted and will be subject to the \$5 delivery fee for re-delivery.
- Returned medications are at the discretion of the pharmacy to attempt redelivery. You may be asked to come in and pick up prescriptions if multiple deliveries have been returned.

For questions about Damien Pharmacy delivery policies, please contact the pharmacy at 317-981-1989.