

Dear Fresenius Medical Care Team Member,

Fresenius Corporate has a **sole source agreement** with GRx to handle your in-center pharmaceutical returns.

The process is simple and easy. Save your **expired** pharmaceutical **medications***, complete the paperwork, pack them for safe shipping and mail to GRx. Free forms and shipping labels are provided by GRx.

** Please review the Fresenius DO NOT SHIP TO GRx section on the last page of this document.*

How to Start A Mail-In Return

Click on Customer Login from any page on the GRx website, www.guaranteedreturns.com.

Enter Username and Password in the LOG IN box

Click on Start a Return and follow the Instructions in column on right



GRx currently handles the returns for many of the Fresenius locations. And now, we look forward to working with you, too! If you need assistance or have questions, please call:

GRx CUSTOMER SERVICE AT 1-800-473-2138

Best Regards,

The GRx Customer Service Team



Call or visit us online:
 100 COLIN DRIVE, HOLBROOK, NY 11741
 PHONE: 1.800.473.2138 | FAX: 1.631.689.0196 |
info@guaranteedreturns.com | GuaranteedReturns.com

TIPS TO GETTING THE MOST FROM YOUR RETURNS

While these are not hard line rules for returning your expired or unused meds, these are tips to assist in obtaining the most value for your returns.

Partial Products

It is always best to only open what you need. Closed boxes are more likely to be returnable.

- Always use the oldest product first
- Retain original packaging whenever possible (see “defaced products” below).

Repacks

Although repackaging can seem to be cost effective, there is no creditable value for repacks. To cut down on unused packaging, we suggest:

- Repackage only what you will consume. Try repacking half of the product and keep remaining amount in original packaging. Know your inventory. Know your consumption.
- Order items intended to be repackaged in smaller quantities

Defaced Products

- Do not permanently mark the original packaging, including the common inventory practice of using a marker to indicate quantity on package.
- Do not place any additional labels that may cover critical data such as; bar code, lot number, expiration date or NDC numbers.

Hint: An alternative to indicate an open package is to use a rubber band around the product

Damaged Products

Sometimes products become damaged in day to day operations. Here are some suggestions to help limit goods from getting damaged.



Liquids - When tossing items into the “return bin” pay close attention to liquids. If available, place liquids in a baggie to prevent leakage.

Pills – Ensure the caps are secured to prevent pills from spilling and becoming separated from the original packaging.

Glass – it is always a good idea to keep ampules separated, with a Ziploc style bag because they crush and break easily.

Unused Loose Injectables – Ensure caps are on secure and place in separate bag. Wherever possible, retain the original case or packaging for additional safety of handling.

Expiration Timeframes

Most manufacturers’ policies have return-for-credit windows of 6 -12 months after expiration, though for some it can be as short as 3 months and still others allow returns 3 months prior to expiration. As a best practice, GRx recommends that expired or expiring products be submitted between 3 months in-dated and the date of expiration to ensure that the dating policy can be met within the necessary batch process timeline.

- Schedule service on a quarterly basis, or more frequently if needed
- Walk shelves monthly to identify short dated and expiring products

Indates

Typically, indated products are considered credit worthy provided they conform to manufacturer return policy upon expiration. They may be returned to us for handling and will be held until eligible for return.

Compounding Products

We do not accept compounding products as there is no creditable value.

Fresenius DO NOT SHIP TO GRx

- For Mircera, Retacrit & Fresenius Kabi returns, reach out to Fresenius Pharma Procurement at 781-699-2080 or pharmaprocurement@fmc-na.com .
- Seasonal flu vaccine – Contact your IO Coordinator or Pharma Procurement

GRx Hazardous Materials Exclusion

GRx does not accept hazardous materials. Do not ship these products to GRx. Please review the Hazardous Materials Exclusion List in the Customer Portal for details.

