

# Return Policy

- Returning nonprescription items in store
- Returning prescriptions or issues with your prescription order

## Returning nonprescription items in store or online

Our return policy allows you to return nonprescription products to us within 60 days of receipt, subject to a few exceptions:

- **Store returns:** Refunds are permitted for non-prescription items, **when accompanied by printed receipt**. Due to health and safety concerns, some Home Health Care products cannot be returned and no refunds can be issued for such items. Special-order items like footwear, motorized scooters and lift chairs cannot be returned.
- **All returns are subject to Manager Approval.**
- Returns without a receipt are generally not granted and if so are issued on an Akers Pharmacy gift card. A valid customer ID is required for all refunds without a receipt.
- Prepaid gift cards are not generally refundable
- All sales are final on clearance and discontinued items
- Refunds are payable to the customer in the same tender as the original purchase. Some exceptions apply:
  - Check refunds are payable in cash
  - Debit card (when PIN number is entered at debit pad terminal) refund is payable in cash

## Returning prescriptions or issues with your prescription order

Due to legal restrictions, prescription medications that leave the store can't be returned for refund. If you have questions or concerns about prescription items in your order, call us at 704-865-3411.