

Cantourage & Cedarwood

Please note: The current average time from consultation to delivery is 5 working days.

What to expect when placing your order with Cedarwood Pharmacy

1. **Cedarwood receive your prescription**

Once your prescription has been agreed at the clinical peer approval meeting, your Cantourage Clinic specialist will send your prescription to Cedarwood Pharmacy.

2. **Receive a payment link**

Once your prescription has been received by Cedarwood Pharmacy, the pharmacy will provide you with a payment link. The payment link is for your medicines and is separate to any clinic fees. The payment link will be sent to the email address you used to register with Cantourage Clinic.

The payment link will take you to the Cedarwood Pharmacy payment provider, Barclays, you will be prompted to input your credit or debit card details and make payment via the secure link. You will get a pop up confirming your payment has gone through in the window.

3. **Order processed for dispensing**

Upon receipt of the payment, the Cedarwood Pharmacy team will dispense your medication and arrange delivery to the address on the prescription.

4. **Royal Mail 24h tracked delivery**

Your medication will be delivered via Royal Mail 24 hour tracked delivery. If your payment is received prior to 1pm, Cedarwood Pharmacy aim to dispatch our medication the same day. Royal Mail guarantees delivery before 1pm the following day.

5. **Tracking Number**

Royal Mail will provide a tracking number; the tracking number will be sent to you via email shortly after Royal Mail have collected the medication. This email will be sent to the email used for your clinic registration. To ensure timely access to medicines, we ask you consider this as well as appointment availability when arranging your follow up appointment. All appointments are subject to availability and the capacity of each team member.