

# Medication delivery FAQ

Medication delivered for free on the same-day, right to your home.



## Benefits



- It's **free**.
- It's **fast**. (Usually the delivery is made the same day, at a time that works for you)
- It's **convenient**.
- It's **safe** (contactless delivery)

## Who delivers the prescriptions?



Pharmasave is providing the delivery service. Our pharmacies will contact you by phone to setup your medications and delivery.

## How does it work?



1. When booking an appointment, choose the delivery option for your pharmacy, or ask the doctor to choose delivery for you.
2. Your doctor sends the prescription.
3. The pharmacy calls you - usually within an hour - to confirm a delivery time.
4. The driver arrives with your medication on the same day (exceptions may apply).

## How do I get help?



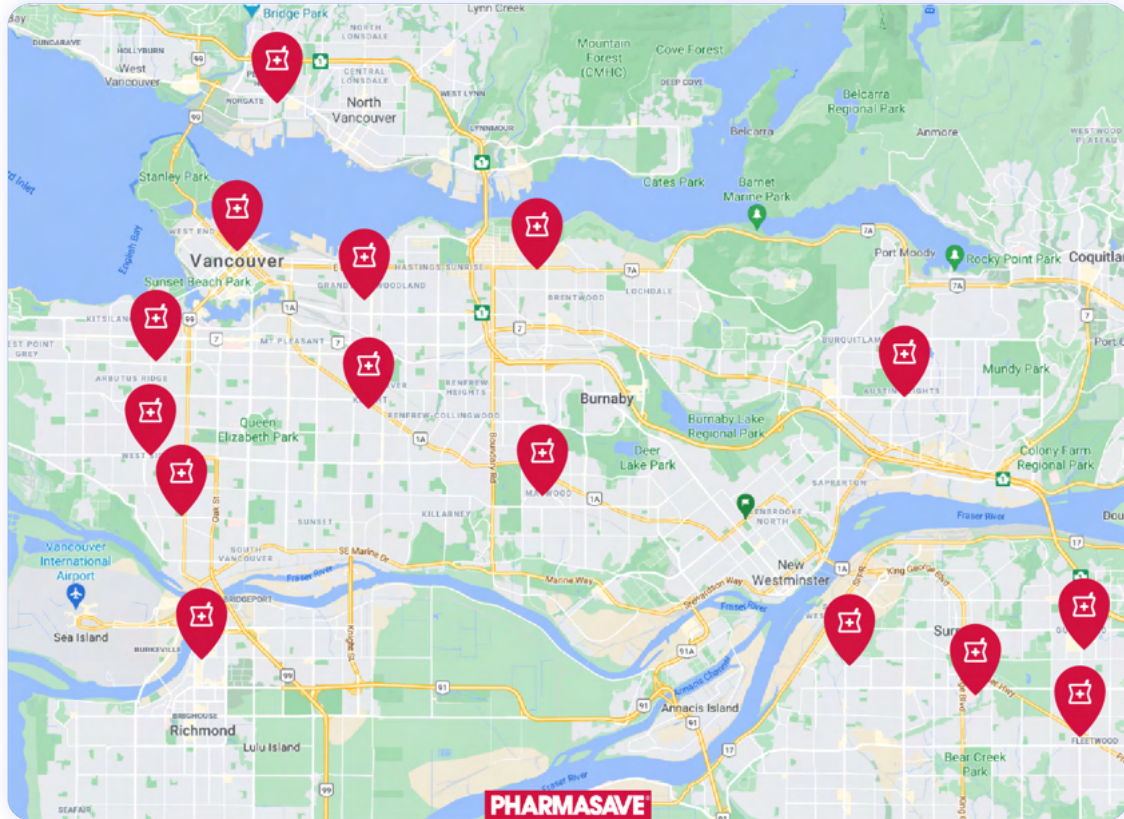
We expect your delivery to arrive smoothly, but if necessary you can contact Pharmasave at **+1 604-576-2888 Ext. 1** or [refills@cloverdalepharmasave.com](mailto:refills@cloverdalepharmasave.com) if there are any problems or you need to make changes to your prescription or delivery.

# Delivery Service



## Where can Pharmasave deliver?

Delivery Zones: Greater Vancouver (see map for included areas)



## Is Same-day delivery guaranteed?

Same day delivery may not be available in the following cases:

1. On weekends, non-urgent drugs may not be delivered until the next day.
2. For prescriptions made after 2pm, non-urgent drugs may not be delivered until the next day.
3. Uncommon/specialty drugs may not be delivered until the next day if they are not immediately available.
4. When weather or road conditions prohibit delivery we will make every effort to deliver your medication the next day.
5. Payment must be received prior to delivery.  
Method of payment options are Visa and MasterCard.

