# Manufacturer Damaged or Defective Product Replacement

[Process](#_Toc197081009)

[Related Documents](#_Toc197081010)

**Description:** Provides the process to handle a prescription where there was damage made by the manufacturer or the product is defective, and the caller is the member or the manufacturer.

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| Process |

In some instances, a member will contact the manufacturer directly when they have received a damaged or defective product. These products are **NOT** part of a recall but require replacement. The manufacturer will contact us to replace the product. This document details the steps to take if you receive a call from a manufacturer.

Member or Manufacturer states there may be a potential manufacturer’s defect with **1** or more of the products received from CVS Caremark.

**Note:** Request is only honored if **within 90** **days** from Ship Date, counting the Ship Date as Day 1.

Perform the following steps to handle a call regarding a **Defective Product:**

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| **Step** | **Action** |
| **1** | Determine caller type:   * **If member**, proceed to **Step 2**. * **If manufacturer** contacting CVS Caremark for replacement of damaged products, transfer the call to Manufacture Damaged/Defective Product Contact line: **1-866-579-7040** (7 am-6 pm CT, if after hours provide business hours and phone number to caller). |
| **2** | 1. Locate prescription in question on the **Main** screen. Determine the reason the member feels the product is defective, such as:  * Adhesive on patches is not sticking (**Example:** Lidocaine Patches). * Inhalers are sticking and/or no medication is coming out.   **Notes:**   * If tablets or capsules are crushed or broken, refer to the **Damaged Order** section in [Order Reships (038651)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1d44c6bc-e5ba-4f93-b5ab-0b733ad871d6). * If order cannot be found, ask the member if they have had any recent name changes and search for a second (active or inactive) account.  1. Ensure that you have resolved all issues where you can for the caller and that you have obtained the following information for the next step:  * Member's name and prescription number * Batch number (If TriStar order, the Image number) * Description of defect in medication. |
| **3** | Warm transfer caller to [Clinical Care Services (024833)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ff2706a9-6f42-4ccd-87e1-59cb2ce103a8) during business hours.  In the transfer notes: Advise if member has taken the medication. |

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| Related Documents |

[Customer Care Abbreviations, Definitions, and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

[Log Activity / Capture Activity Codes (005164)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bdac0c67-5fee-47ba-a3aa-aab84900cf78)

**Parent Document:** [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

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