



Shipping and Return Guidelines

Legend, OTC and Schedule III-V Preparation/Shipping:

1. Gather Pharmaceuticals:

- Collect expired pharmaceuticals or those expiring within three months. Set aside Schedule II drugs for later processing.

2. Legend/OTC Items:

- Box all Legend (Non-Scheduled Rx) and OTC (over the counter) drugs together.

3. Schedule III-V Items:

- Utilize the "Schedule III-V Report" in your returns kit to itemize Schedule III-V drugs.
- Include a copy with your shipment and retain one for your records.
- Consolidate your Schedule III-V's in the tamper evident bags provided.
- You may ship your III-V's with your Legend/OTC shipment, only if the III-V's are consolidated in the tamper evident bag.

4. Documentation:

- Place all paperwork inside the box, including Report Forms, Customer Information Form, and licenses.
- Send Customer Information Form & Licenses only if there are changes to account information.

5. Labeling and Shipping:

- Affix provided labels (Federal Express & Arrows) on the box. Complete the "From" section on the FedEx label.
- Call FedEx (800-463-3339) to schedule a pickup. Ensure packages are not left unsecured.
- Retain the **"Shipper Receipt"** on the PRP FedEx label for shipment tracking.

Schedule II Preparation/Shipping:

1. Request Form Submission:

- Fill out the "Schedule II Return Request Form" included in your Pharmaceutical Returns Service (PRS) Return Kit.
- Email the form to custserv@pharmreturns.net or fax to 630-277-8340.

2. Receive Schedule II Return Kit:

- In approximately 5-7 business days, you'll receive a Schedule II return kit containing:
 - Computerized DEA-222 Form
 - Instructions
 - Tamper-evident bag & Prepaid FedEx Label
- Confirm the accuracy of the DEA-Form 222 and follow provided instructions to finalize the form.
- Utilize the shipping supplies and label provided in the Schedule II Return Kit to ship the Schedule II pharmaceuticals.

3. For Assistance, Contact Us: If you have any questions or need assistance, please don't hesitate to contact us at 800-215-5878. Our representatives are here to help!