# My medication was sent to an old address!

Tom Parks - 2026-11-17 - Problems

Make sure your address is correct in your Patient Portal prior to your order.  The correct address must be on your confirmation email.

If you have noticed that the address is incorrect, but your order hasn’t shipped yet, please contact us as soon as possible.

If you have noticed you have ordered medication to your old address then please let us know by emailing info@rosewaylabs.com.

We will investigate the root cause of the issue. If this is found to be our error, we will replace the medication at the earliest opportunity.

If this is your error, then we are sorry but we will not be able to replace the medication.