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What do I do if I think there is a problem with my medication?

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If you believe there is an issue with your medication, please contact us by email at info@rosewaylabs.com as soon after receiving it as possible. Send picture of dispensing labels and the product and make sure the product is in date. Do not use the medication!

We will investigate the matter thoroughly and may require further photos, videos and / or the medication returning to us.

If we replace your medication, you must return the unused original medication within 14 days, or a charge will be made using our prepaid return label. If you have complained about the medication but have continued to finish it before returning it, we will be unable to assist with a replacement.

If our investigation finds there was no fault with the medication at the time of receipt, a charge will be made for any replacement.