

Knowledgebase > Problems > What happens if my medication has been returned to you by the postal carrier?

## What happens if my medication has been returned to you by the postal carrier?

Tom Parks - 2025-10-24 - Problems

Returned products cannot be resent as there are strict regulatory guidelines regarding the safe storage conditions of medication. If you need a replacement order, the order will need to be reissued and paid for. To avoid this situation occurring, please ensure that Roseway Labs has your correct contact details and delivery address at the time of ordering.