

Hartzell's Pharmacy
Effective 10/01/2015, Updated for 04/25/2017

Hartzell's Pharmacy offers the following options for delivery to your residence:

- Residential courier delivery*
- Patient home delivery*
- Shipping via first class carrier

**Please note that not all items are available to be delivered via all available delivery methods. Hartzell's Pharmacy reserves the right to determine the delivery method on any order.*

Residential Courier Delivery Area:

We offer complimentary residential delivery service to all Pennsylvania residences within a 30 mile drive of our location (defined trade area). A travel fee will be assessed on all deliveries/repairs outside of our defined trade area. Please note that there must be someone over the age of 18 home to sign for any delivery. All orders with non-insurance billed items must total \$20.00 or more. **There is never a minimum purchase necessary for insurance billed items.** A \$5.00 service fee will be charged for all orders not qualifying and total less than \$20.00. Not all areas within our defined trade area receive daily delivery service. Hartzell's Pharmacy reserves the right to require an order to be shipped via first class carrier or picked up at our location. **Delivery service is available Monday through Friday. Orders would be scheduled for delivery at the order's completion.**

***Please note the delivery area outlined in this policy is only for our residential customers. This policy does not affect our contracted facilities or accounts.*

Patient Home Delivery Program:

Our Patient Home Delivery Programs delivers medical supplies and products directly from our vendor to the patient. There is no additional charge for participating in our Patient Home Delivery Program. Each order has packaging to ensure privacy, includes a packing slip, and ships via a first class carrier. Hartzell's Pharmacy receives an electronic order confirmation once the package has been delivered. Please note that not all items are eligible for the Patient Home Delivery Program.

Shipping via First Class Carrier:

There is a \$10.00 shipping and handling fee charged for our preferred standard first class shipping within the continental United States for orders under 15 pounds. Hartzell's Pharmacy will not ship internationally. Items requiring frozen conditions can not be shipped. All other orders requiring shipping will be charged the applicable fees as outlined:

- \$35.00 handling fee for all orders shipped next day and/or express
- \$35.00 handling fee for all orders containing refrigerated items
- Orders shipped outside of the continental United States will be assessed the actual shipping charge plus a \$25.00 handling fee
- Orders with a weight of 15 pounds or greater will be assessed the actual shipping charge plus a \$25.00 handling fee

Due to federal regulations, diabetic testing supplies billed directly to Medicare Part B are not eligible for delivery. These items must be picked up from our pharmacy.