



Complaint or Grievance Policy

If you find a problem with any product or service we provide, please notify us as soon as possible by phone at (770)535-8861 or in person during our regular business hours (Mon.-Fri. 8:30-7pm, Sat. 8:30-4pm). If you have an afterhours problem you may leave a message in the general mailbox in our voicemail system. You will be contacted as soon as we can during our next business day. If you have a health emergency call 911, or your doctor, or proceed to a hospital or other facility for assistance.

All customer complaints will receive a response within 3 business days. Product issues may need to be resolved by the manufacturer, with a repair or replacement if applicable. In these cases we will try to provide you with similar equipment until the repair or replacement issue is resolved. Some products may be refundable if the time frame falls within the 14 day store policy and the manufacturer has no warranty program. Warranted items may require contact and involvement by outside parties. If our staff is unable to resolve your problem you may ask to speak to a manager.

If we cannot resolve the issue, we may be able to offer the name of another supplier to help with complainant's ongoing needs.

When you have an issue or problem, you should always contact Medical Park Pharmacy to resolve your complaint or grievance. If your issue is related to Medicare covered services or supplies and we cannot resolve it for you, you may call the MEDICARE PROVIDER REVIEW line at 1-800-MEDICARE (1-800-633-4227). For reference, our Medicare Provider number is 00221380001.

Thank You