

## **POLICY STATEMENT: NATURAL PHARMACY**

### **SCOPE OF SERVICE**

Our *natural pharmacy* houses herbal and nutritional supplements prepared in standardized dosages according to industry standards for the manufacture of nutritional supplements to be prescribed for therapeutic purposes by licensed physicians.

1. HeartSong physicians only prescribes products that are of therapeutic grade quality.
2. HeartSong does not take responsibility for the results, or lack thereof, of any products purchased elsewhere.
3. HeartSong stocks products that are regularly prescribed, and special orders any product that is prescribed which is not in stock.
4. In addition to a small in-house pharmacy, HeartSong has 20,000+ more products available through Emerson Ecologics, a virtual pharmacy. Go to <http://www.emersonecologics.com/AboutUs/> for more information about the company.

### **ACCESS**

1. HeartSong will sell natural nonprescription medicines to anyone with a prescription from a licensed health care provider.
2. No one is obligated to buy any products at HeartSong.
3. HeartSong will not sell items that are self-prescribed unless the physician confirms prescription is medically indicated.

### **PRICING**

1. HeartSong charges the suggested retail price for all items that do not entail a shipping charge.
2. If there is a shipping charge involved, the charge will be added to the suggested retail price.

## **ORDERING**

1. Natural pharmacy products may be ordered in-person, by phone, fax, or electronically through the log-in page on our website.
2. HeartSong will special order any natural product for a current or past HeartSong user upon their request. Advance payment is required for special orders.
3. To pre-pay an order, an invoice will be prepared and the total amount due will be sent to you within 24 hours, if the order is received Monday through Friday.

If received on a weekend, you will receive confirmation with the amount due on the following Monday.

## **AVAILABILITY**

1. Orders for products that are in stock will be ready for pick up at HeartSong in 24 hours, if ordered Monday - Friday. Weekend orders for in-stock items will be ready for pick-up on the following Monday.
2. Orders for items that are not in stock will be ready for pick up at HeartSong within seven days, unless the item is on back-order with the vendor, or comes from a vendor on the west coast.
3. Orders may be picked up from the HeartSong pick-up shelf at the entrance to the clinic 24 hours a day, seven days a week. Payment must be left at the time of pick-up, in the form of personal check or cash, clearly marked with the name of the payer and placed under the "Buddha Cat" statue located on the pick-up shelf.
4. HeartSong will ship to any address in the U.S. and abroad.

## **RETURNS**

1. A full credit or refund will be issued if the supplement is regularly stocked and is returned unopened within 15 days, less any shipping charges.
2. A full credit will be issued if a person has an allergic reaction to a product if the individual notifies HeartSong of this experience within one week of purchase.
3. After 15 days, no credit or refund will be issued.
4. No returns are allowed on tinctures or on special orders.