

(Pharmacy Letterhead)

**Exposure to extreme heat, cold, or humidity during shipping may affect the effectiveness of your medication.**

Please call (pharmacy's phone number) if you feel that your prescription medication may have been compromised during shipment or if you have questions regarding:

- Delay in delivery,
- Condition of your prescription drug upon delivery,
- Proper storage of your prescription drug, or
- If you did not receive the correct prescription drug.

If the pharmacy fails to correct or resolve your concerns, you may file a grievance with the Kentucky Board of Pharmacy at [pharmacy.ky.gov](http://pharmacy.ky.gov).