

How to prepare a return of refrigerated pharmaceuticals

After contacting Customer Service for a return to get a Merchandise Return Authorization (MRA), you will need to start thinking about preparation for the return.

The **orange panel** must be conditioned in a **refrigerator** in preparation for a return. The **day prior to pick-up** (shipment) of your return, place one panel for small totes (totes that are approximately 7" tall) or two panels for large totes (totes that are approximately 13" tall) into your refrigerator.

The **green panel** must be conditioned in a **freezer** in preparation for a return. The **day prior to pick-up** (shipment) of your return, place one panel for small totes (totes that are approximately 7" tall) or two panels for large totes (totes that are approximately 13" tall) into your freezer.

In the event that you do not have any panels available to condition for a return, please wait until you receive your next refrigerated shipment or contact Cardinal Health to obtain an insulated tote and panels to condition a return.

There is no need to keep panels in your refrigerator or freezer indefinitely. Please return panels to Cardinal Health for reuse.

