

## Ordering Guidelines from The Compounding Pharmacy of SA

To enable us to process your order as efficiently and as quickly as possible, kindly take note of our guidelines listed below E-mail your prescription or order request to [orders@compounding.co.za](mailto:orders@compounding.co.za), or fax to 086 265 7301.

An auto reply will be sent as acknowledgement of receipt of your email.

### Please ensure the order request clearly indicates

- Who the order is from e.g. letterhead or pharmacy stamp from Pharmacy or Doctor's rooms
- Items, quantity and strength required
- Delivery/collection instructions
- Delivery address
- Contact person
- Telephone number
- Fax/e-mail address where invoice can be sent to

- **Kindly ensure a valid prescription is attached for all scheduled products.**
- **As soon as your order is processed, an invoice will be sent to you, inclusive of courier fees (if applicable).**
- **To ensure a speedy dispatch of your parcel, please email us the bank payment notification.**
- **Once this has been received and allocated, your parcel is ready for dispatch or for collection.**
- **Please allow up to three working days for your delivery, dependant on your location.**
- **If you prefer or need to speak to us, please feel free to call 011 463 0310.**
- **Please feel free to make use of our free delivery service for orders over R2000.**