



Experience a Customer-First Returns Experience That Provides Complete Transparency by PharmaLink

PharmaLink's customer-first policy simplifies the return process and offers unparalleled quality and compliance. We provide cost-effective, accurate, and compliant solutions to safely remove unsaleable pharmaceuticals from pharmacies, hospitals, and other healthcare organizations.

President & CEO: Thierry Beckers

Founded: 2000

Employees: 160+

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Company Background

Founded in the year 2000, PharmaLink is the nation's premier pharmaceutical returns and disposal provider. Over the last 21 years, PharmaLink has been providing dependable return services to thousands of pharmacies across the nation. Operating out of a 76,000-square-foot facility, our progressive operations model offers solutions to ensure maximum return credits and regulatory compliance. Every customer receives a dedicated account manager and can choose from mail-in or on-site return services nationwide. With our simple to use web-based reporting platform, Encore®, we provide an analysis of your returned pharmaceuticals to help you make better financial business decisions for your pharmacy.

Service Overview

PharmaLink's focus on returns, quality, and innovation has led to its leadership position in the industry for the return of expired, overstocked, or recalled pharmaceutical products. Our 21 years of experience with manufacturers and wholesalers provides our customers peace of mind that we have developed a customized model of operations to ensure compliance and maximum credit recovery. All PharmaLink team members are trained in every aspect of our operations process and exhibit extensive knowledge relative to the reverse logistics industry. We prepare regulatory paperwork, including DEA 222 forms, and provide real-time reports through Encore®, our web-based returns management platform. Whether you choose to have us service your facility on-site, or mail-in your returns for processing, you will receive the highest standard of service excellence and expertise with PharmaLink.

Online Reporting

We offer real-time reporting and analytics through our web-based reporting platform. This platform provides a comprehensive analysis of current and completed returns as well as credit reconciliation. Using the intuitive interface, you can easily create custom reports for returnable and non-returnable product and much more. This detailed reporting and analytics function can offer insights into your inventory and help you make better financial business decisions.

Features & Options

■ On-Site Service Features

- Dedicated local account manager.
- Detailed inventory of all products to be returned for credit evaluation.
- Creation of regulatory paperwork, including DEA 222 form.
- Shipping preparation of products to processing facility.
- Processing of returnable and recalled products.
- Manufacturer returns authorization management.
- Disposal of non-returnable product via incineration.
- Access to detailed processing reports and analytics via web-portal.
- Credit reporting and reconciliation via web-portal.

■ Mail-In Return Service Features

- Dedicated account manager.
- Create and upload inventory for return via web-portal.
- Shipping of products to processing facility.
- Online preparation of regulatory paperwork including DEA 222 form.
- Processing of returnable and recalled products.
- Manufacturer returns authorization management.
- Disposal of non-returnable products via incineration.
- Access to detailed processing reports and analytics via web-portal.
- Credit reporting and reconciliation via web portal.

Testimonials

"Our returns consultant is always responsive and takes their time to clearly answer any questions."

— Julie L.

"Our returns consultant's work is very efficient and organized; they work hard to try and get us every bit of credit possible."

— Brandy B.

"As the manager of the pharmacy, I can count on my returns consultant to conduct timely pickups and get answers to any questions that I have."

— Gopal P.

"I'm always a little skeptical of sales people, but after meeting our returns consultant and witnessing their work ethic, we have only used PharmaLink."

— Eric E.

Consumer RxTakeBack

RxTakeBack — A safe and responsible disposal solution for prescription drugs from consumers and patients. This solution ensures that all medications are handled properly, including the compliant disposal of expired or unwanted patient prescriptions.

Ordering Information

To get started with PharmaLink return services, call (800) 257-3527 or email customersolutions@pharmalinkinc.com.