

PIMA COUNTY HEALTH DEPARTMENT FAMILY PLANNING POLICIES AND PROCEDURES

REFUND/CREDIT POLICY FOR PHARMACEUTICAL AND CONTRACEPTIVE METHODS

POLICY:

Pima County Health Department Family Planning Program does not refund or credit clients for drugs or contraceptive supplies unless such supplies were issued to the client in a defective condition.

Clients who stop using a drug/contraceptive method for medical reasons such as inability to tolerate drug, side effects, etc., do not constitute defectiveness of the product.