



What to expect: Cold Shipped Products

Cold-Shipped Medications: What to Expect

PATIENT GUIDE

This guide covers how cold shipping works, what to expect from your delivery timeline, and what to do when your package arrives.

How Cold Shipping Works

Some medications require temperature-controlled shipping in transit. Here's what that means for you:

- Every cold-shipped product is validated by the pharmacy it ships from, confirming the packaging keeps the medication properly insulated for a set period of time
- All cold-shipped product can tolerate exposure to elevated temperatures during shipping without compromising the safety and efficacy of the medication
- Cold-shipped orders ship overnight or 2-day to minimize time in transit
- Shipments typically include insulated thermal packaging, refrigerant packs (ice or gel packs), and protective cushioning
- Refrigerant packs may arrive partially or fully thawed, especially in warmer climates or on longer transit times — this is expected and does not by itself mean the medication has lost integrity

If Your Package is Delayed

Shipments are monitored and typically will be replaced free of charge if there are extended shipping delays that jeopardize the integrity of your medication.

If this occurs, you can message in the Altro Health portal, and the team can coordinate any pharmacist guidance or a replacement order on your behalf.

When Your Package Arrives

- Inspect the outer box and internal packaging for damage, and confirm the vial or container is undamaged
- **The refrigerant pack may be partially or fully thawed.** This is to be expected in warmer temperatures and is a sign that it cooled your medication during transit.
- **Your medication may arrive warm** especially in certain climates or time of year. Unless it has experienced an extended delay in shipping, the medication is able to experience higher temperature exposure for the limited time in shipping, as tested and validated by the pharmacy.
- Place it in the refrigerator right away. Do not freeze it unless specifically instructed, and do not leave it at room temperature.

Tips for a Smooth Delivery

- Do not request a signature on the shipment as it can result in extended shipment delays. The packaging is designed to continue to insulate your package if you are not home immediately to receive it.
- Avoid making changes to the delivery through the carrier as they can result in extended shipment delays. The shipping address should be verified ahead of your order processing.
- Changes or interference on your end that delays delivery longer than 48 hours may result in a replacement fee equal to the cost of the original order.

If Something Looks Wrong

While extremely rare, a medication that does not experience any delay may arrive **hot to the touch** or may experience damage in transit.

If you notice either of the above, you can message in the portal with a brief description of your concern. It is encouraged to upload any photos to the **Documents** tab of the portal if applicable.

The team can coordinate with the pharmacy on your behalf to address the issue.

Questions About This Process

Ask the support team through the portal if you have any questions or concerns.

This Information is made available to you through Altro. All content was provided, reviewed, and approved by the pharmacy partners.