

## Marara Pharmacy – Medicine Delivery FAQs

**Q I haven't received my chronic medicine this month. What should I do?**

**A We understand the importance of receiving your chronic medicine on time. Here are the steps you can take to resolve this issue:**

- 1. Visit the Marara Pharmacy website or send a WhatsApp message:**  
Go to [www.mararapharmacy.co.za](http://www.mararapharmacy.co.za) or send a WhatsApp message with 'Hi' to 060 072 8744. You can check your parcel status, review your account to settle any outstanding amounts, or upload a new prescription.
- 2. Contact the call centre or send an email:**  
Call the Customer Support team at 086 062 7272 or send an email [bonitas@mararapharm.co.za](mailto:bonitas@mararapharm.co.za). The team can help you check your parcel status, verify your shipping details, and upload a new prescription if needed.
- 3. Pay outstanding amounts:**  
Ensure that any outstanding amounts due on your account are settled. Unpaid balances can delay the processing and delivery of your medicine.
- 4. Verify shipping details:**  
Confirm that the shipping address provided is correct. Go to the website and log into your account to confirm your address on file. If there are any discrepancies, please update your address or inform the Customer Support team.

**Q I'm told my medicine is out of stock. What now?**

**A We understand the inconvenience caused when your medicine is out of stock. Here's what you can do:**

- 1. Contact Marara Pharmacy:**  
Call 086 062 7272 or send an email to [bonitas@mararapharm.co.za](mailto:bonitas@mararapharm.co.za). The team will contact you to confirm the stock status, communicate the expected restock date for your medicine and provide you with more accurate information.
- 2. Alternative medicine:**  
Ask your pharmacist about providing a generic version of the same medicine or possible alternative medicines that can be prescribed temporarily. The team can coordinate with your healthcare provider to ensure you receive a suitable alternative.
- 3. Visit your doctor:**  
If you cannot wait for the medicine to be restocked or an alternative is not available, please consult your prescribing doctor for further advice on how to proceed with your treatment.

**Q My delivery is delayed. Why is this the case and when will I receive it?**

**A We apologise for the delay in your delivery and understand the importance of receiving your medicine on time. Here are some common reasons for delivery delays:**

- 1. Address verification:**  
Ensure that the delivery address provided is correct. Incorrect or incomplete addresses can cause delays. If there are any issues with the address, please update it and inform the Customer Support team.
- 2. Shipping issues:**  
Delays can occur due to unforeseen circumstances, such as weather conditions or logistical challenges (e.g. flight delays). Please check your tracking information for updates on the status of your delivery.
- 3. Prescription processing:**  
Sometimes delays can happen during prescription processing, such as failing to reach you on the details available to confirm your preferences or delivery address. The team works hard to process your prescription as quickly as possible. However, outstanding patient information or specific medicine requirements can cause delays.

**You can take the following steps to resolve the issue:**

- 1. Visit the Marara Pharmacy website or send a WhatsApp message:**  
Go to [www.mararapharmacy.co.za](http://www.mararapharmacy.co.za) or send a WhatsApp message with 'Hi' to 060 072 8744. You can check your parcel status, review your account to settle any outstanding amounts, or upload a new prescription.
- 2. Contact the call centre or send an email:**  
Call the Customer Support team at 086 062 7272 or send an email to [bonitas@mararapharm.co.za](mailto:bonitas@mararapharm.co.za). The team can help you check your parcel status, verify your shipping details, and upload a new prescription if needed.
- 3. Pay outstanding amounts:**  
Ensure that any outstanding amounts due on your account are settled. Unpaid balances can delay the processing and delivery of your medicine.

**Q I received the incorrect chronic medicine and can't get hold of Marara Pharmacy. What is the correct procedure to follow?**

**A We apologise for the inconvenience caused by receiving the incorrect medicine. Please follow these steps to resolve the issue:**

- 1. Do not use the medicine:**  
If you receive incorrect medicine, do not use it. Set it aside in a safe place.
- 2. Check the order details:**  
Review the order confirmation and packaging slip to verify the medicine you were supposed to receive.
- 3. Contact the call centre or send an email:**  
Call the Customer Support team at 086 062 7272 or send an email to [bonitas@mararapharm.co.za](mailto:bonitas@mararapharm.co.za).
- 4. Return the incorrect medicine:**  
Once you have contacted the Customer Support team, follow their instructions on how to return the incorrect medicine. They will guide you through the return process and ensure you receive the correct medicine as soon as possible.

**Q My current supply of chronic medicine is about to run out. How soon can I expect a delivery?**

**A We understand how crucial it is to have a consistent supply of your chronic medicine. Here's what you can do to ensure timely delivery:**

- 1. Visit the Marara Pharmacy website or send a WhatsApp message:**  
Go to [www.mararapharmacy.co.za](http://www.mararapharmacy.co.za) or send a WhatsApp message with 'Hi' to 060 072 8744. You can check your parcel status, review your account to settle any outstanding amounts, or upload a new prescription.
- 2. Contact the call centre or send an email:**  
Call the Customer Support team at 086 062 7272 or send an email to [bonitas@mararapharm.co.za](mailto:bonitas@mararapharm.co.za). The team can help you check your parcel status, verify your shipping details, and upload a new prescription if needed.
- 3. Shipping duration:**  
Depending on your location, delivery usually takes two business days after dispatch. For more accurate information, refer to your tracking details.
- 4. Pay outstanding amounts:**  
Ensure that any outstanding amounts due on your account are settled. Unpaid balances can delay the processing and delivery of your medicine.
- 5. Refer to your previous script copy:**  
Your claim intervals are indicated on your prescription copy provided every month. Refer to the dates as indicated for your next delivery date.

We are committed to ensuring you receive the best possible care and will do our best to resolve any issue quickly. Thank you for your understanding and patience.