

Medications – Cold Packaging and Delivery

We prioritise quality assurance and safety when shipping cold chain medicines.

Our tested and preferred packaging and shipping methods ensure that medicines arrive ready for use, maintaining their integrity and effectiveness.

Shipping and Packaging Method

Items are packaged in padded mailers with ice bricks.

Medication is delivered via a courier service taking on average 48hrs.

Upon arrival, you can expect that the ice bricks may have melted, and the contents may not feel cool. The ice bricks will have achieved their intent in creating a cool, stable temperature until the medication arrives.

Patients are advised to refrigerate their order items upon arrival.

Note: Semaglutide (Ozempic) Orders

Please note that this item can withstand temperatures of up to 30 degrees for 28 days.

Please refer to [Consumer Medicine Information](#) for further details.

Note: Tirzepatide (Mounjaro) Orders

Please note that this item can withstand temperatures of up to 30 degrees for 21 days.

Please refer to our [Consumer Medicine Information](#) for further details.

Note Liraglutide (Saxenda) Orders

Please note that this item can withstand temperatures of up to 30 degrees for 28 days.

Please refer to our [Consumer Medicine Information](#) for further details.