ZureRX WEBSITE AND ONLINE MEDICINE REQUEST

TERMS & CONDITIONS

Effective Date: September 15, 2026
Last Updated: September 15, 2026

Welcome to the official website of **ZureRX / ZureRX Corporation** ("ZureRX," "we," "us," or "our").

This website provides information about ZureRX, its pharmacy services, branch locations, contact channels, and an online facility through which customers may submit medicine requests, prescription information when applicable, and delivery details for review and coordination by ZureRX pharmacy personnel.

By accessing or using this website or submitting a medicine request through the online request form, you acknowledge that you have read, understood, and agree to these Terms & Conditions.

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1. ABOUT THIS WEBSITE

The ZureRX website is primarily an information and customer-service platform.

The website may provide:

- information about ZureRX and its pharmacy operations;
- information about ZureRX branch locations;
- branch contact information;
- pharmacy and healthcare-related information;
- customer-service and communication channels; and
- an Online Medicine Request facility.

The website is **not intended to operate as an automated online shopping cart or automatic dispensing system**.

Medicine requests submitted through the website are subject to review and validation by ZureRX pharmacy personnel before any transaction, dispensing, or delivery arrangement is finalized.

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2. ONLINE MEDICINE REQUEST FACILITY

The Online Medicine Request facility allows customers to submit their medicine requirements and, when applicable, upload a prescription and provide delivery information.

Customers may be asked to provide:

- customer name;
- contact information;
- medicine name and description;
- strength or dosage;
- quantity required;
- prescription, when applicable;
- recipient information;
- delivery address; and
- additional instructions relevant to the request.

The submission of the online form is considered a **request or inquiry only**.

Submission of the form does not by itself constitute:

- a confirmed order;
- acceptance of a sale;
- confirmation of medicine availability;
- confirmation of price;
- authorization to dispense; or
- confirmation of delivery.

A ZureRX representative will contact the customer after the request has been received and reviewed.

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3. PHARMACIST REVIEW AND VALIDATION

Medicine requests may be reviewed by a **ZureRX licensed pharmacist** or other authorized pharmacy personnel, as applicable.

The pharmacist may review:

- the medicine requested;
- prescription information;
- dosage and quantity;
- prescription validity and completeness;

- applicable regulatory requirements;
- availability of the requested medicine; and
- other information necessary to properly process the request.

The pharmacist may contact the customer for clarification or additional information.

Where necessary and legally permitted, ZureRX may coordinate with the prescribing physician regarding unclear or incomplete prescription information.

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4. PRESCRIPTION MEDICINES

Prescription medicines shall be dispensed only in accordance with applicable Philippine laws, regulations, FDA requirements, and professional pharmacy standards.

Where a prescription is required, the customer must provide a valid prescription or other legally required documentation.

A prescription uploaded through the website will be subject to pharmacist review and validation.

Submission of a prescription does not guarantee that the requested medicine will be dispensed.

ZureRX may decline to dispense a medicine when:

- the prescription is missing;
- the prescription is invalid or cannot be properly verified;
- the prescription is incomplete or unclear;
- the requested quantity or medicine does not comply with applicable requirements;
- dispensing would violate applicable laws, regulations, or professional standards; or
- other legitimate regulatory or patient-safety concerns exist.

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5. CUSTOMER'S RESPONSIBILITY FOR PRESCRIPTIONS

Customers must submit only genuine and valid prescriptions and documents that they are authorized to provide.

Customers must not:

- submit altered or falsified prescriptions;
- submit prescriptions belonging to another person without proper authority;
- modify prescription information;
- provide misleading information; or

- use the website to obtain medicines through unlawful means.

ZureRX reserves the right to decline a request and, where appropriate, take further action when there are reasonable grounds to suspect fraud, misuse, or unlawful activity.

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6. MEDICINE AVAILABILITY

Submission of a medicine request does not guarantee availability.

Availability may vary depending on:

- branch inventory;
- warehouse inventory;
- supplier availability;
- prescription requirements;
- applicable regulatory requirements; and
- other operational considerations.

ZureRX will advise the customer regarding the availability of the requested medicine after review.

Where legally permitted and appropriate, ZureRX may discuss an alternative brand, formulation, quantity, or other option with the customer. Any substitution shall be subject to applicable prescription, pharmacy, and regulatory requirements.

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7. PRICE AND TRANSACTION DETAILS

The online request form does not constitute a final price quotation or completed sale.

After reviewing the medicine request and confirming availability, ZureRX will communicate the applicable price and other transaction details to the customer.

The customer will have the opportunity to confirm the applicable arrangements before the transaction is completed.

Applicable discounts, including Senior Citizen or PWD discounts where applicable, shall be granted in accordance with Philippine laws, regulations, and applicable ZureRX policies.

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8. DELIVERY ARRANGEMENTS

Where delivery is available, ZureRX will coordinate the delivery arrangement with the customer after the medicine request has been reviewed.

The customer may be informed of:

- delivery availability;
- delivery fee, if applicable;
- estimated delivery time;
- payment method;
- delivery requirements; and
- other applicable arrangements.

Delivery may be handled by ZureRX personnel or an authorized delivery service provider.

Delivery schedules are estimates and may be affected by traffic, weather, operational conditions, product availability, prescription validation, customer availability, or other circumstances beyond ZureRX's reasonable control.

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9. DELIVERY INFORMATION

Customers are responsible for providing accurate and complete delivery information.

This includes:

- recipient's name;
- complete delivery address;
- barangay and city;
- contact number; and
- other information reasonably necessary to complete the delivery.

ZureRX may contact the customer when clarification of the delivery information is necessary.

The customer should ensure that an authorized recipient is available to receive the medicine or health product.

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10. PAYMENT

Payment arrangements will be communicated by ZureRX after the medicine request has been reviewed and the transaction details have been confirmed.

Available payment methods may vary depending on the location, transaction, delivery arrangement, and other applicable circumstances.

ZureRX will not request customers to provide their passwords, online banking credentials, ATM PIN, or one-time passwords (OTPs) through the online request form or through unauthorized communication channels.

Customers should exercise caution when receiving payment-related messages claiming to come from ZureRX.

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11. CANCELLATION, RETURNS, AND REFUNDS

Customers may request cancellation of a medicine request by contacting ZureRX through its official customer-service channels.

Cancellation may not be possible after the order has already been processed, dispensed, or dispatched.

Returns, replacements, and refunds shall be handled in accordance with applicable laws, FDA requirements, product-specific restrictions, and ZureRX's applicable procedures.

For health and safety reasons, pharmaceutical products that have already been dispensed or delivered may be subject to restrictions on return or exchange, except where otherwise required by law or where the product is incorrect, defective, damaged, or otherwise subject to a valid complaint.

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12. PRODUCT QUALITY AND CUSTOMER COMPLAINTS

ZureRX takes customer complaints and product-quality concerns seriously.

Customers may report concerns involving:

- incorrect medicines;
- damaged products;
- suspected product-quality concerns;
- delivery issues;
- dispensing concerns;
- prescription-processing concerns; or
- other ZureRX services.

Complaints may be submitted through:

ZureRX Customer Service / Complaints

Email: regulatory@zurerxdrug.com
Hotline: +639171536800 ; +639171546800 ; (02) 82360790
Messenger/Viber: https://www.facebook.com/zurerxcorpmain ; +639171536800 ; +639171546800
Online Complaint Form: https://zurerxdrug.com.ph/contact-us

Customers should provide sufficient information to allow ZureRX to investigate the concern, including the applicable transaction or order reference, product involved, date of transaction, and supporting photographs or documents where appropriate.

ZureRX shall evaluate and address complaints in accordance with applicable laws, FDA requirements, and its internal procedures.

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13. FDA CONSUMER COMPLAINT MECHANISM

ZureRX shall maintain an appropriate consumer complaint mechanism for its online pharmacy service in accordance with applicable FDA requirements.

For complaints or reports that customers wish to raise directly with the FDA, customers may also use the FDA's applicable consumer complaint channels.

Where required by applicable FDA rules, the ZureRX website shall provide the required mechanism or link for customers to submit or copy the FDA on relevant complaints or reports.

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14. WEBSITE INFORMATION

ZureRX endeavors to keep the information published on this website accurate and current.

Information regarding:

- branch locations;
- contact numbers;
- operating hours;
- delivery coverage;
- services;
- company information; and
- other website content

may change from time to time.

Customers are encouraged to contact the relevant ZureRX branch or customer-service channel for confirmation of current information before visiting or requesting a service.

15. HEALTH AND MEDICAL INFORMATION

Information that may be published on the ZureRX website is intended for general informational and educational purposes.

Website information should not be considered a substitute for consultation, diagnosis, or treatment by a physician or other qualified healthcare professional.

ZureRX does not diagnose medical conditions through its website or online request facility.

Customers should consult their physician or other appropriate healthcare professional regarding:

- diagnosis;
- treatment;
- medicine selection;
- dosage;
- drug interactions;
- contraindications;
- adverse reactions; and
- other medical concerns.

In case of a medical emergency, seek immediate medical attention through an appropriate healthcare facility or emergency service.

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16. NO MEDICAL ADVICE THROUGH THE ONLINE FORM

Submitting a medicine request through the website does not create a physician-patient relationship.

ZureRX pharmacy personnel may clarify prescription or pharmacy-related matters as part of the dispensing process, but such communication should not be understood as a substitute for consultation with the customer's physician.

Customers should not request that ZureRX determine or prescribe the appropriate medicine for a medical condition through the online form.

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17. PRIVACY AND PERSONAL INFORMATION

The Online Medicine Request facility requires ZureRX to collect information necessary to process and coordinate the customer's request.

Depending on the information submitted, this may include personal information and prescription-related information that may constitute sensitive personal information under the Philippine Data Privacy Act.

ZureRX shall process such information in accordance with applicable Philippine data privacy laws and its **Privacy Policy and Privacy Notice**.

Customers should review the ZureRX Privacy Policy before submitting personal information or prescription documents through the website.

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18. SECURITY OF INFORMATION

ZureRX implements reasonable organizational, physical, and technical measures intended to protect information submitted through the website.

However, no internet-based system can be guaranteed to be completely secure.

Customers should avoid submitting unnecessary personal information through the online request form.

Customers should also use only the official ZureRX website and official communication channels when submitting prescription or transaction-related information.

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19. THIRD-PARTY SERVICES

ZureRX may use authorized third-party service providers in connection with website hosting, technology services, communications, payment processing, delivery, or other business operations.

Where such third parties process personal information on behalf of ZureRX, appropriate contractual and security measures shall be implemented as required by applicable law.

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20. WEBSITE AVAILABILITY

ZureRX endeavors to keep the website accessible and functional but does not guarantee uninterrupted or error-free operation.

The website may occasionally be unavailable due to:

- maintenance;
- technical problems;
- system upgrades;
- internet or telecommunications disruptions;

- cybersecurity incidents;
- third-party service interruptions; or
- circumstances beyond ZureRX's reasonable control.

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21. PROHIBITED USE

Users may not use the website to:

- engage in unlawful activity;
- submit fraudulent or falsified prescriptions;
- impersonate another person;
- submit information without proper authorization;
- interfere with website operations;
- attempt unauthorized access to website systems;
- distribute malicious software;
- misuse customer or pharmacy information; or
- otherwise violate applicable Philippine laws or regulations.

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22. INTELLECTUAL PROPERTY

The ZureRX name, logo, website design, text, graphics, photographs, materials, and other content appearing on the website are owned by or used with authorization by ZureRX and/or their respective owners.

Unless otherwise permitted, users may not reproduce, modify, distribute, publish, or commercially exploit website content without appropriate authorization.

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23. REGULATORY COMPLIANCE

ZureRX operates its pharmacy services in accordance with applicable Philippine laws, regulations, FDA requirements, and professional pharmacy standards.

Online medicine requests and any resulting dispensing or delivery activity shall be subject to applicable regulatory requirements.

ZureRX may modify its online request process, website content, or services when necessary to comply with applicable laws, FDA requirements, pharmacy regulations, or regulatory directives.

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24. CHANGES TO THESE TERMS

ZureRX may update these Terms & Conditions from time to time to reflect changes in:

- website services;
- online medicine request procedures;
- pharmacy operations;
- applicable laws and regulations;
- FDA requirements; or
- business practices.

The updated version shall be posted on the website with the applicable effective or update date.

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25. GOVERNING LAW

These Terms & Conditions shall be governed by and interpreted in accordance with the laws of the Republic of the Philippines.

Any dispute arising from the use of the website or its services shall be addressed in accordance with applicable Philippine laws and regulations.

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26. CONTACT INFORMATION

ZureRX / ZureRX Corporation

Main Office:
400 EDSA, Brgy. 86, Zone 8, Caloocan City

Telephone:
+639171536800 ; +639171546800 ; (02) 82360790

Online Delivery Hotlines:
0917 153 6800
0917 154 6800
0961 581 4074
0905 370 2105

Email:
regulatory@zurerxdrug.com

Website:
zurerxdrug.com.ph

FDA License to Operate / Regulatory Authorization:

ZURE RX CORP. - LTO No. CDRR-NCR-DW-31417
ZURE RX DRUG CALOOCAN - LTO No. CDRR-NCR-DS-25056
ZURE RX DRUG CITY OF MANILA - LTO No. CDRR-NCR-DS-1843565/ CDRR-NCR-DS-91472
ZURE RX DRUG BULACAN - LTO No. CDRR-RIII-DS-753085/ CDRR-RIII-DS-54744
ZURE RX DRUG NUEVA ECIJA - LTO No. CDRR-RIII-DS-746452/ CDRR-RIII-DS-996879
ZURE RX DRUG CAVITE - LTO No. CDRR-RIVA-DS-26477/ CDRR-RIVA-DS-523345
ZURE RX DRUG BATANGAS – LTO No. CDRR-RIVA-DS-57238
ZURE RX DRUG RIZAL – LTO No. CDRR-RIVA-DS-29060
ZURE RX DRUG QUEZON – LTO No. CDRR-RIVA-DS-31232
ZURE RX DRUG ILOCOS REGION - LTO No. CDRR-RI-DS-252137/ CDRR-RI-DS-224277/ CDRR-RI-DS-30541/ CDRR-RI-DS-715002
ZURE RX DRUG CORDILLERA – LTO No. CDRR-CAR-DS-101005
ZURE RX DRUG CAGAYAN VALLEY– LTO No. CDRR-RII-DS-938693
ZURE RX DRUG ALBAY– LTO No.CDRR-RV-DS-56776/ CDRR-RV-DS-17326
ZURE RX DRUG CEBU – LTO No. CDRR-RVII-DS-208444
ZURE RX DRUG DAVAO – LTO No. CDRR-RXI-DS-236201
ZURE RX DRUG NORTHERN MINDANAO – LTO No. CDRR-RX-DS-65934

CUSTOMER ACKNOWLEDGMENT

Before submitting a medicine request, the customer must acknowledge:

☐ **I confirm that the information I have provided is accurate and complete.**

☐ **Where applicable, I confirm that the prescription or document I have submitted is valid and that I am authorized to submit it.**

☐ **I understand that submitting this form is a medicine request and does not automatically confirm the availability, price, dispensing, sale, or delivery of the requested medicine.**

☐ **I understand that a ZureRX pharmacist or authorized pharmacy personnel may contact me to validate my request and coordinate the applicable transaction and delivery arrangements.**

☐ **I have read and understood the ZureRX Privacy Policy and Privacy Notice.**

By submitting this form, I acknowledge and agree to these Terms & Conditions.