



Emerald Compounding P H A R M A C Y

YOUR PARTNER IN HEALTH

Important Update on Your Medication Shipment

Dear Valued Patient,

We understand that you may have concerns regarding the temperature of your **Semaglutide** or **Tirzepatide** medication upon delivery. Please rest assured — it is completely normal and safe if your medication is no longer cool to the touch when it arrives.

At Emerald Compounding Pharmacy, your health and confidence in our products are our top priorities. We are committed to ensuring the safety, potency, and effectiveness of your medication, even if it does not remain consistently cool throughout the shipping process.

Important Information to Note

- Your medication is carefully packaged with ice packs inside an insulated cooler. It is expected that the ice may melt during transit, and the packs may no longer be cold upon arrival.
- **Please refrigerate your medication immediately upon receipt.**
- Stability studies have shown that even when stored at elevated temperatures (**up to 104°F**) for **seven** days, the medication remains within acceptable potency ranges:
 - Tirzepatide / Glycine / B12 — retained **99.2%** potency
 - Semaglutide / Glycine / B12 — retained **99.7%** potency

These results confirm that the integrity of your medication is not compromised during standard shipping conditions.

If you have any questions or would like further clarification, please don't hesitate to contact us. Our team at Emerald Compounding Pharmacy is here to support you every step of the way.

Thank you for choosing us as your partner in health.

Sincerely,

Emerald Compounding Pharmacy



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