



A GENCO Company

Frequently Asked Questions

Who

Who is Capital Returns?

Capital Returns is a reverse pharmaceutical distributor. That means that unused or expired pharmaceuticals from pharmacies across the United States send their medications to Capital Returns. Capital Returns processes the medications for the manufacturer and then sends them to incineration. (An environmentally friendly way of disposing of medications).

Who is paying for this program? (Do I have to pay anything for this?)

This program is free for all residents of Waukesha and Winnebago Counties. It is being financed through grant money from the Wisconsin DNR (Department of Natural Resources), the U.S. Environmental Protection Agency (EPA), the Department of Agriculture Trade and Consumer Protection, and Illinois-Indiana Sea Grant program.

Who can send medications back? (What if I'm a nursing home, etc.)

Business entities can not participate in this program. This is only for households in Waukesha and Winnebago Counties.

What

What can I send back to Capital Returns?

You can send back your unused or expired prescription and non-prescription medications to Capital Returns.

What should I not send back to Capital Returns?

Capital Returns can not accept items that are controlled substances (narcotics), due to the Drug Enforcement Administration (DEA) regulations. Capital Returns also can not accept "sharps" (syringes), thermometers, (see bottom of this form)

What is a controlled substance?

The exact definition is complicated; however, certain pain medications or medications used for sleep or anxiety may be a controlled substance. You can check with your pharmacist or call the toll free number 1-800-958-5859.



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What should I do with the medications that I can not send back to you?

We will be sending out instructions with the packet of proper disposal of medications. This is also available on the Office of National Drug Control Policy's website at: www.whitehousedrugpolicy.gov/publications/pdf/prescrip_disposal.pdf

What happens to the medications once I send them to you?

Medications that are sent to Capital Returns are sorted based on the Resource Conservation & Recovery Act's (RCRA) requirements for proper disposal of medications. They are then sent to incineration. Most of what is sent will be incinerated at a waste-to-energy facility that converts the steam generated to energy (helps power the city of Indianapolis).

When

When will I receive the envelope?

You should receive the pre-paid envelope from Capital Returns within 3-4 business days. If not, please feel free to call us back.

When do I have to send it back to you?

We would like you to send the medications back to Capital Returns as soon as possible. This helps with the tracking of packages.

Where

Where do I leave my UPS package?

You can drop it off at one of the many drop box locations. We will send that list to you, or UPS frequently picks up from your workplace. Pick-up can be arranged for those individuals that are home-bound.



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Why

Why are you running this program?

Capital Returns is conducting this program because there are two important factors related to unused prescription medications:

- 1. If they're not disposed of properly, they can harm the environment.*
- 2. Prescription drug abuse is increasing in this country, so we do not want the medication getting in the wrong hands.*

Why can't I use my own envelope or packaging?

We want to send you the label for a couple reasons:

- 1. If you receive our packaging, the shipping back to Capital Returns is free.*
- 2. We can also track the package for security reasons through the UPS tracking system.*

Why can't I send the package through the U.S. Mail? (USPS)

Under current USPS (United States Postal Service) regulations, consumers are not allowed to mail prescription drugs. Pharmacies and businesses can mail prescription drugs; however, consumers can not mail prescription drugs. The post office is working on regulation changes.

What can you return to the Capital Returns?

YES: Items Accepted

- Prescription medications



- Over-the-counter medications



- Medication samples

- Medications for pets



- Vitamins



- Medicated ointments/lotions



- Inhalers



- Liquid medicine in glass or leak-proof containers (up to 12 oz.)



No: Items Not Accepted

- NO: Narcotics/Controlled Substances

- NO: Needles/Lancets/Syringes



- NO: Thermometers



- NO: IV bags



- NO: Bloody or infectious waste

- NO: Hydrogen peroxide

- NO: Business waste

- NO: Empty containers



- NO: Aerosol cans



- NO: Personal care products (non-medicated shampoo, etc) (if in doubt: if it doesn't have an expiration date, do not send it to Capital Returns.)

