

NECC Return Instructions

November 2, 2012

Information for Customers Seeking to Return New England Compounding Center Products

NECC Phone Contact: 1.800.994.6322

NECC Fax Number: 508.820.1616

Hours of Operation: 9 A.M. - 4 P.M. EST

Days of Operation: Monday - Friday

Return Product Address: New England Compounding Center, 697 Waverly,
Framingham, MA 01702

Link to download and complete the return product [forms](#).

On October 6th, 2012, New England Compounding Center (NECC) announced a recall of all products currently in circulation that were compounded at and distributed from its facility in Framingham, Massachusetts. The U.S. Food and Drug Administration has recommended that health care professionals and consumers not use any product produced by NECC, as a result of an ongoing investigation conducted in cooperation with the Centers for Disease Control and Prevention and the Massachusetts Board of Registration in Pharmacy. Products from NECC can be identified by markings that indicate New England Compounding Center by name or by its acronym (NECC), and/or the company logo that can be accessed [here](#). A complete list of all products subject to this recall can be accessed [here](#).

As part of this product recall, NECC is continuing its efforts to contact all customers. This recall affects all products made under the NECC label. If you have NECC products, please download and complete these [forms](#). Fax completed forms to NECC at 508-820-1616. Please include a valid fax number for NECC to fax you a Fedex label to return your product. Product returns can also be shipped directly with your completed forms to the following address:

New England Compounding Center, Inc.

697 Waverly

Framingham, MA 01702

If you have additional questions, please contact the NECC recall team Monday through Friday at 1-800-994-6322, between (9:00 AM to 4:00 PM). NECC encourages patients to contact their healthcare providers directly if they have questions about medications

Adverse reactions or quality problems experienced with the use of any product may be reported to the FDA's MedWatch Adverse Event Reporting program either online, by regular mail or by fax.

- **Online:** www.fda.gov/medwatch/report.htm
- **Regular Mail:** use postage-paid, pre-addressed Form FDA 3500 available at:

www.fda.gov/MedWatch/getforms.htm. Mail to address on the pre-addressed form.

- **Fax:** 1-800-FDA-0178

This recall is being conducted with the knowledge of the U.S. Food and Drug Administration.