

# ACME UNITED OTC DRUGS RECALL

## Recall FAQs:

### **Q. Why are the PhysiciansCare over-the-counter (OTC) products being recalled?**

**A.** The U.S. Consumer Product Safety Commission requested this recall because certain PhysiciansCare-branded over-the-counter medications do not meet federal regulations for child-resistant packaging. While the products were sold online for at-work use by adults, some consumers – perhaps like yourself – purchased them to use at home. In homes with children, there is a risk, if left unsupervised, a young child may be able to access the medication. Please note there have been no reported incidents of accidental ingestion, injury, or illness resulting from the sale of these products.

### **Q. Are there any issues with the tablets or ingredients in the over-the-counter (OTC) products themselves?**

**A.** No, the over-the-counter products subject to this recall have not been found to have any issues in terms of ingredients or the tablets themselves. Instead, the recall was issued because the products did not meet federal regulations for child resistant packaging. For this reason, the Consumer Product Safety Commission recommends removing any of the affected products from households where young children are present. The product continues to be safe for adult use in a workplace setting.

### **Q. Is it safe to continue using the PhysiciansCare-branded products included in this recall?**

**A.** Yes, the non-expired over-the-counter products included in this recall are safe for adult use in the workplace, but not in a home where children may be present. Because the OTC medications are not in federally required child-resistant packaging, it is possible a young child, if left unsupervised, may be able to access and ingest them. Please note although there have been no reported cases of accidental ingestion, injury, or illness resulting from the sale of these products, the nature of the packaging has caused the Consumer Product Safety Commission to recommend removing unused products affected by this recall from households. As far as what is *inside* the packaging, however, there are no known issues with the ingredients or the tablets themselves.

### **Q. How do I safely dispose of recalled (over-the-counter) OTC products?**

**A.** The PhysiciansCare-branded products affected by this recall are safe to continue using in an adult workplace setting. For households with young children, product should be mailed to us or properly disposed. The U.S. Food & Drug Administration website has guidelines on safe disposal of medicines. You can visit the site at <https://www.fda.gov/drugs/safe-disposal-medicines/disposal-unused-medicines-what-you-should-know>

### **Q. How was I able to purchase recalled product(s) for at-home use if they were not safe?**

**A.** The over-the-counter products affected by this recall are safe to use, but should not be in households where they may pose a risk to young children. While the Consumer Product Safety Commission found these products did not meet federal regulations for child resistant packaging, there have been no reported incidents of accidental ingestion or illness associated with them. We regret that PhysiciansCare-branded products intended for workplace use ended up in the homes of consumers, and are taking steps to help prevent something like this from happening again.

### **Q. What steps is Acme United taking to prevent something like this from happening again?**

**A.** We apologize for any inconvenience that this product recall may have caused, and are committed to taking steps to prevent something similar from happening in the future. We are working closely with

both the Consumer Product Safety Commission and our online retailers to be sure those PhysiciansCare branded products intended solely for workplace use are not available for at-home purchases.

## **Refund-related questions**

### **Q. Can I still receive a refund if I have already used some of the product?**

**A.** Yes, although you might have already used some of the tablets in a box affected by this recall, you are still eligible to receive a refund so long as you are able to provide us with a photo of the box, a receipt showing that it was purchased for households between February 2014 and June 2021, and mail the remaining product to our recall center for disposal. Alternatively, proof the product was properly disposed can be provided instead of mailing the product. Proof requires a photograph showing product disposal according to one of the appropriate methods found on the US FDA's website: <https://www.fda.gov/drugs/safe-disposal-medicines/disposal-unused-medicines-what-you-should-know>

### **Q. Am I eligible for a refund if I purchased the product(s) for at-work use?**

**A.** Unfortunately, we are only able to offer a full refund for product(s) affected by this recall which were purchased for household use between February 2014 and June 2021. If you still have concerns about the product(s) you purchased, please visit <https://www.fda.gov/drugs/safe-disposal-medicines/disposal-unused-medicines-what-you-should-know> for instructions regarding the safe disposal of any unused or unwanted product(s) from the U.S. Food & Drug Administration.

### **Q. What is required to receive a refund for the recalled Acme United products?**

**A.** To receive a full refund for the purchase price of your product(s), you will be asked to submit (i) a photo of the product that clearly shows the expiration date, and (ii) a copy of your electronic receipt showing the date of purchase and full amount paid for the product(s) (iii) return your product to the recall center for proper disposal. A pre-paid postage label will be emailed to customers wishing to return their affected products. The receipt and photo should be uploaded at the registration website: <https://www/recallrtr.com/acmeunitedotc> As an alternative for returning the product, item (iii) above, you may upload on the registration website a photo showing the product being properly disposed. Proper disposal methods are identified in this website: <https://www.fda.gov/drugs/safe-disposal-medicines/disposal-unused-medicines-what-you-should-know>

### **Q. What if I don't have a copy of the electronic receipt from the purchase of my product?**

**A.** I apologize, but without a copy of the electronic receipt, we are unable to verify the purchase price of your Acme United products and cannot issue a refund. You may want to try to get one by going to the "Order History" of your Amazon account, clicking on the product, and then clicking "Order Details" for the necessary information to make a copy of and send it. If purchased on FSAstore.com, you can obtain a copy of your receipt by logging into your account on the site.

### **Q. Where do I find the lot code on the product packaging?**

**A.** The lot code can be found on the top, bottom, or a side panel of the product carton.

### **Q. How do I send you a photo of my Acme United product(s) needed to obtain a refund?**

**A.** To process a refund request, we will need a photo of the product that clearly shows the label of the product you purchased. A camera phone image is fine, or one taken from a digital camera sent to us as a JPEG or PNG. Please ensure that the name of the product and the expiration date are clearly

visible. All claim photos are to be uploaded at the recall registration website;  
<https://www.recallrtr.com/acmeunitedotc>.

**Q. How long will it take for Acme United to process my refund?**

**A.** Once the Acme United Product Recall Safety team has reviewed and approved your completed registration, including all valid photos, and received your returned product or a photo of product disposal your refund will be processed. Following the approval of your valid and complete registration, a refund check will be mailed via USPS within 10 business days.

**Q. How will I receive my refund?**

**A.** Upon the approval of your registration, Acme United will issue a check for the full purchase price of your product(s) affected by this recall to the mailing address you provided during the registration process.