COSTCO PHARMACY | Mail Order

Frequently Asked Questions

How do I set up a profile account?

- Visit rx.costco.com Click 'Sign In/Register.'
- Select 'Create account', enter your email address and select 'Send Code'. A verification code will be emailed.
  - * **Note:** You can add family members and pets to your profile later from the '*People and Pets Account Tab*'.
- Once verified, you will need to create a password. Click 'Continue.'
- Enter your first and last name, date of birth, mobile phone number and zip code.
- Click 'Continue' to proceed.
- On the next screen, provide your address and gender. For the prescription insurance question, select 'Yes' and then 'Continue.'
- Congratulations, your account has been setup!
- Select 'Let's Go' to review your Online profile.

How do I order a new prescription using the Online Ordering Services?

- Visit rx.costco.com , Login, click on the 'Request a New Prescription' link under Other Services.
  1. Select 'Mail Order' for where you would like your prescriptions filled.
  2. Select one of the 3 options for submitting your prescription.
  3. Provide your physician's information, including physician's name, phone number, city and state.
  4. Enter your prescription details, prescription drug name and strength under dosage.
  5. Provide comments for this prescription order (this is optional).
  6. Click 'Submit Request' to complete the request.

When do I need to place my order?

Your order will be delivered 7 to 10 business days after Costco receives a prescription at the Mail Order facility. Please allow additional time for insurance processing, credit card payments, or if it is your first time on the prescription.

Can I track my order online?

Yes, if you have set up an Online account, a tracking number will be provided after your order has shipped.

How do I order a refill?

- Online: Visit rx.costco.com and sign in. Under Prescription List, select the 'Refill' button for the prescriptions that need to be refilled.
- Click 'Continue to Delivery Options' and confirm your delivery method as Mail Order.
- Select and confirm your shipping method and payment.
- Review the details to your order and click 'Submit Request' to finalize.
- You will receive a confirmation that your request has been accepted by the pharmacy to begin working on your order.

When I receive my order, what will be included in the package?

Each package will include your prescription medication, prescription label and a drug monograph. All prescription bottles will be sealed with child-safety caps to prevent them from opening during shipment. If you select easy-open caps, they will be included in the package for you to switch once your package has arrived safely or there will be a hybrid safety/non-safety cap.

What are my shipping options and costs?

Costco offers free standard shipping. Expedited shipping options are available for an additional fee.

Standard Shipping	2nd Day Air
$0	$13.95

What form of payment may I use?

For your convenience and to make quick and secure payments, Costco accepts Visa and MasterCard.

Hours of Operation

Monday through Friday
5am to 7pm (PST), 8am to 10pm (EST)

Saturday
9:30am to 2pm (PST), 12:30pm to 5pm (EST)