



If you have a complaint about therapeutic products purchased online, contact Health Canada's toll-free hotline at



**1-800-267-9675**

If you have a complaint about a health product purchased online with a major credit or debit card, you can report it to the Canadian Anti-Fraud Centre at **fake@antifraudcentre.ca** or **faux@centreantifraude.ca**. You may be entitled to a refund through your credit card company or bank.

The Canadian Anti-Fraud Centre does not collect or hold personal medical information. For more information, please visit: **<http://www.antifraudcentre-centreantifraude.ca>**. The Canadian Anti-Fraud Centre is authorized by the Government of Canada.

Look for **".pharmacy"** at the end of website addresses, or verify a pharmacy website is safe and legal before you buy by visiting

**[www.buysaferx.pharmacy](http://www.buysaferx.pharmacy)**



ALLIANCE FOR SAFE  
ONLINE PHARMACIES



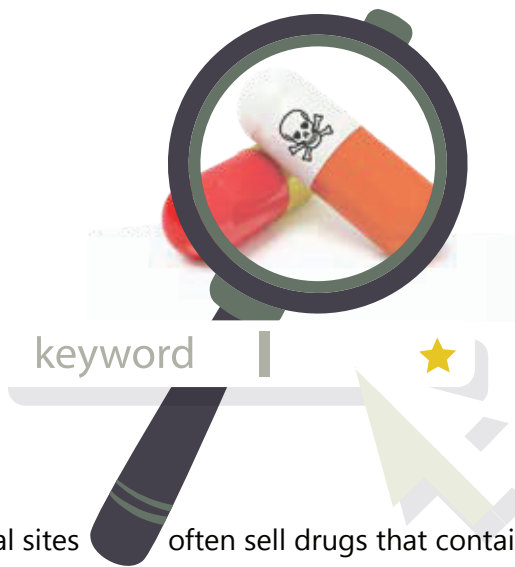
**PURCHASING  
MEDICINE SAFELY**

— A GUIDE —



## Did you know?

There are more than **35,000** online pharmacies at any given time around the world, but only **1400** of those sites are safe and legal. What does that mean? It means you can't trust **96%** of online pharmacies.



Illegal sites often sell drugs that contain dangerous ingredients, unapproved drugs, drugs that contain the wrong active ingredient or drugs that may contain too much or too little of the active ingredient.

Many injectable medications and some medications taken by mouth need to be properly refrigerated. Medications sold on unverified websites may not be stored or transported properly.



## Medications from Unapproved Online Sellers May :



Be contaminated



Be poisonous



Contain wrong or no medicine



Not help the condition or the disease the medicine is intended to treat



May not be stored or transported properly



Hurt you more than they will help you



## The Do's



Speak with your trusted health professional before buying medication online. They can help you determine if a site is safe and legal.

Be wary of websites. Some sites claim to be "Canadian" but sell medications from sources outside Canada that do not maintain product quality standards.

Check to make sure your pharmacy is a licensed Canadian website at:

[www.napra.pharmacy/online-pharmacies](http://www.napra.pharmacy/online-pharmacies).

The National Association for Pharmacy Regulatory Authorities (NAPRA) lists all licensed Canadian websites by province.

For information about safe online purchase of medicines, consult the Health Canada website at: <https://www.canada.ca/en/health-canada/services/buying-drugs-over-internet.html>.

## The Don'ts

**Don't order medications from a website that:**

- ✗ Fills orders without a valid prescription
- ✗ Has a physical street address outside of Canada, or a post office box within Canada
- ✗ Lacks a Canada-licensed pharmacist on staff
- ✗ Sends unsolicited emails
- ✗ Ships medications worldwide