



CRITICALKARE PHARMA

COMPANY PROFILE & BROCHURE

Licensed specialty oncology pharmacy — sourcing and delivering authentic oncology, immunotherapy & critical-care medicines worldwide.

Licensed Specialty Pharmacy

Validated Cold-Chain

24/7 Pharmacist Support

Worldwide Export

Contents

This brochure provides a complete overview of Critical Kare Pharma — our capabilities, product range, ordering process, compliance standards, and policies for patients, hospitals, and international distributors.

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About Us

Who We Are — a licensed specialty pharmacy built on authenticity, compliance and patient care.

• Who We Are

Critical Kare Pharma is a licensed online specialty pharmacy headquartered in India, committed to providing patients, hospitals, healthcare professionals, and international distributors with reliable access to specialty medicines. Our portfolio includes oncology, immunotherapy, chemotherapy, biologics, orphan drugs, and other critical-care pharmaceuticals sourced through licensed and compliant supply channels.

Every order is managed with a strong focus on quality, safety, and regulatory compliance. Medicines are procured from licensed suppliers with complete batch traceability, prescriptions are verified wherever required by applicable regulations, and temperature-sensitive products are handled through validated cold-chain logistics to help preserve product integrity throughout transit.

Supported by an experienced pharmacist team available 24/7, we provide responsive guidance and dependable service to both individual patients and institutional buyers. Whether supplying a single patient or fulfilling bulk and international export requirements, Critical Kare Pharma is dedicated to delivering a secure, transparent, and compliant procurement experience for difficult-to-source specialty medicines worldwide.

Africa and Brazil are two of our fastest-growing B2B export corridors. Hospitals, pharmacy chains, and licensed distributors across Nigeria, Kenya, South Africa, Ghana, Tanzania, Egypt, and Brazil can open a wholesale account for bulk oncology and specialty medicine orders, with dedicated customs documentation, consolidated freight, and volume-based pricing tiers built for institutional buyers.

500+

SPECIALTY MEDICINES

20+

COUNTRIES SERVED

24/7

PHARMACIST SUPPORT

100%

BATCH-TRACKED SOURCING

• Why Partner With Us

**Authentic & Batch-Tracked**

Every medicine is sourced from licensed suppliers with full batch traceability.

**Validated Cold-Chain**

Temperature-controlled logistics for biologics and sensitive therapies.

**24/7 Pharmacist Support**

Round-the-clock clinical & logistics assistance for every order.

**Tracked Global Delivery**

End-to-end shipment tracking with customs-ready documentation.

**Secure Global Payments**

Wire, Wise, Revolut and crypto options for export buyers.

**Regulatory Compliance**

Prescription verification and adherence to international pharma regulations.

Product Portfolio

Specialty and oncology medicines across every major therapeutic category, sourced with full chain-of-custody documentation.

Therapeutic Areas



Oncology
Targeted & conventional cancer therapeutics.



Immunotherapy
Checkpoint inhibitors & monoclonal antibodies.



Chemotherapy
Cytotoxic & combination regimens, fully traceable.



Biologics
Cold-chain biologic & biosimilar therapies.



Critical Care
Essential ICU & emergency-care medicines.



Specialty Generics
Cost-effective, quality-assured alternatives.

Featured Molecules

Avastin (Bevacizumab)

Herceptin (Trastuzumab)

Keytruda (Pembrolizumab)

Opdivo (Nivolumab)

Tecentriq (Atezolizumab)

+500 more specialty medicines

Global Reach — 21 Countries We Serve

- Brazil
 - Ghana
 - United Kingdom
 - Australia
 - Singapore
 - Chile
- Nigeria
 - Tanzania
 - UAE
 - Canada
 - Malaysia
 - Worldwide Export
- Kenya
 - Egypt
 - Germany
 - Saudi Arabia
 - Philippines
- South Africa
 - United States
 - Switzerland
 - New Zealand
 - China

How To Order

Ordering specialty and oncology medicines from Critical Kare Pharma is simple, secure, and guided by your pharmacist team at every step.

6-Step Ordering Process

- 1

Browse & Search
Visit our online catalog at www.criticalkarepharma.com/shop and search for your required medicine by name, brand, or therapeutic category.
- 2

Add to Cart & Checkout
Select the required quantity, add the item(s) to your cart, and proceed to a secure, encrypted checkout.
- 3

Upload Your Prescription
If the medicine requires a valid prescription, upload it at /upload-rx, or share it with our team right after placing your order.
- 4

Choose Payment Method
Pay securely using Wire Transfer, Wise, Zelle, Venmo, Revolut, Bank Transfer, or Crypto (Bitcoin / USDT).
- 5

Verification & Confirmation
Our pharmacist team verifies your order and prescription where required, then confirms dispatch by email.
- 6

Track Shipment
Receive a tracking number within 24 hours of dispatch and follow your cold-chain, tracked delivery to your doorstep.

Order-to-Delivery Timeline



Payment Options We Accept

- Wire Transfer
- Wise
- Zelle
- Venmo
- Revolut
- Bank Transfer
- Crypto (BTC / USDT)

Bulk & Export Orders: Hospitals, clinics and distributors can contact our team directly for a formal quotation, product availability list, or pro-forma invoice tailored to institutional and export requirements.

Quality & Compliance

Every shipment meets international pharmaceutical standards — from sourcing through cold-chain delivery.

Regulatory & Logistics Partners



Export Documentation Checklist

Document	Description
Commercial Invoice	Itemised invoice with batch numbers, HS codes, and declared value for customs clearance.
Certificate of Analysis	Available for bulk and institutional orders only — batch-specific COA confirming identity, purity, and potency from the manufacturer.
Packing List	Detailed contents, weights, and dimensions of each shipment package.
Prescription Copy	Verified prescription from a licensed healthcare provider where required by destination country.
Air Waybill / Tracking	Courier airway bill with end-to-end tracking number issued within 24 hours of dispatch.
Cold-Chain Log	Temperature data logger report for biologics and temperature-sensitive medicines (2–8°C).

Cold-Chain Process



Temperature-sensitive biologics and immunotherapies are stored at validated 2–8°C, packed in WHO-GDP certified thermal containers with gel packs and data loggers, and shipped via priority express courier to maintain product integrity from warehouse to patient.

Top Medicines & Bulk Enquiry

Featured oncology and immunotherapy products with batch-tracked sourcing and cold-chain availability.

Featured Products

Product	Active Ingredient	Category	Cold-Chain
Keytruda 100mg Injection	Pembrolizumab	Immunotherapy	Yes
Herceptin 150mg Injection	Trastuzumab	Anti-Cancer	Yes
Herceptin 440mg Injection	Trastuzumab	Anti-Cancer	Yes
Avastin (Bevacizumab)	Bevacizumab	Oncology	Yes
Opdivo (Nivolumab)	Nivolumab	Immunotherapy	Yes
Tecentriq (Atezolizumab)	Atezolizumab	Immunotherapy	Yes
Herceptin 660mg Injection	Trastuzumab	Anti-Cancer	Yes

Bulk & Institutional Enquiry

✓ Hospitals & Clinics

Formal quotations, pro-forma invoices, and volume pricing for institutional orders.

✓ Custom Sourcing

Hard-to-find specialty medicines sourced on request with full batch traceability.

✓ International Distributors

Product availability lists, export documentation, and dedicated account management.

✓ 24/7 Pharmacist Line

Clinical and logistics support at +91 94275 19809 or contactus@criticalkarepharma.com.



Certificate of Analysis (COA): Available for bulk and institutional orders only. COA is not provided for small retail orders.

Why Critical Kare vs. Others

Feature	Critical Kare	Others
Batch COA	Bulk orders only	Rare
Cold-Chain	2-8°C + loggers	Standard pack
Pharmacist Support	24/7 team	Email only
Export Docs	Full customs pack	Invoice only

Frequently Asked Questions

Common questions from patients, hospitals, and international buyers about ordering specialty medicines from Critical Kare Pharma.

Can I legally import cancer medicine for personal use?

Yes. Patients in the USA, UK, UAE, Australia, Switzerland, and the EU can personally import prescription oncology medicines with a valid prescription from a licensed healthcare provider, subject to each country's personal-importation allowance (FDA, MHRA, MOHAP, TGA, Swissmedic, and EMA guidelines). We provide full documentation for customs clearance.

How long does international delivery take?

Standard tracked delivery takes 7–14 business days depending on destination and customs clearance. Express options (3–5 business days) are available for urgent and cold-chain orders. You receive a tracking number within 24 hours of dispatch.

How is cold-chain quality maintained during shipping?

Temperature-sensitive medicines such as Keytruda and Herceptin are stored at 2–8°C and shipped in WHO-GDP certified thermal packaging with validated gel packs and temperature data loggers. Each shipment is monitored end-to-end to ensure product integrity.

What documents do I receive with my order?

Every order includes a commercial invoice, packing list, and regulatory declarations required for customs clearance in your destination country. Cold-chain shipments also include a temperature data logger report. Certificate of Analysis (COA) is available for bulk and institutional orders only.

What is the cost advantage compared to local pharmacy prices?

Because we source directly from authorized manufacturers, our pricing on many oncology medications typically runs 30–70% below USA, UK, Australian, Swiss, and EU retail pharmacy prices, while maintaining identical manufacturer authenticity and full batch documentation.

Shipping Policy

Global pharmaceutical logistics managed with precision, speed, and uncompromising cold-chain quality control.



1. Order Processing

All orders are processed within 24–48 hours of receiving a valid prescription and payment. Orders are not shipped or delivered on weekends or public holidays. If we are experiencing a high volume of orders, shipments may be delayed by a few days; we will notify you via email of any significant delay.



2. Global Delivery

Critical Kare Pharma specializes in international pharmaceutical exports. We ship to most countries worldwide, utilizing specialized medical courier services to ensure product integrity. Our logistics partners include DHL and Standard EMS, depending on your region and the requirements of the medication (e.g., cold-chain shipping).



3. Shipping Rates & Timelines

Shipping charges for your order will be calculated and displayed at checkout. We provide transparent pricing based on weight, destination, and shipping speed selected. Standard delivery typically takes 7–14 business days; express options may arrive within 3–5 business days.



4. Cold-Chain Shipments

For medications requiring temperature control (e.g., certain oncology drugs), we use specialized cold-chain packaging with temperature sensors. These shipments are prioritized and dispatched via express courier to ensure the medicine reaches you in optimal condition.



5. Customs, Duties & Taxes

Critical Kare Pharma is not responsible for any customs and taxes applied to your order. All fees imposed during or after shipping are the responsibility of the customer (tariffs, taxes, etc.). We recommend checking your local import regulations for pharmaceutical products before placing an order.



6. Tracked Delivery

Once your order has shipped, you will receive a Shipment Confirmation email containing your tracking number(s). The tracking number will be active within 24 hours. You can track your order directly through our website or the courier's tracking portal.



7. Damages

If you receive your order damaged, please contact us immediately. Please save all packaging materials and damaged goods when reporting the issue.

Privacy Policy

Our rigorous commitment to patient data protection and pharmaceutical transparency.



1. Introduction

At Critical Kare Pharma, we are committed to protecting your privacy. This Privacy Policy outlines how we collect, use, and safeguard your information when you visit our website and purchase our medicines. Your trust is the foundation of our clinical services, and we treat your personal data with the same level of care as we do our pharmaceutical standards.



2. Information We Collect

We may collect the following types of information to provide you with a seamless and safe experience:

- Personal Information: Name, email address, phone number, and shipping address.
- Payment Information: Credit card details and billing address (processed through secure, encrypted gateways).
- Health Information: Any relevant medical information necessary for the safe fulfillment of your medicine orders.



3. How We Use Your Information

Your data is used strictly for pharmaceutical and service improvements:

- To process your medicine orders and manage your secure account.
- To communicate regarding order status, safety updates, and clinical promotions.
- To enhance our medicine selection and digital patient experience.
- To comply with rigorous pharmaceutical and legal obligations.



4. Data Security (SSL)

We implement enterprise-grade security measures to maintain the safety of your information. All sensitive data is transmitted via Secure Socket Layer (SSL) technology and stored behind advanced firewalls with end-to-end encryption.



5. Sharing Your Information

We maintain a strict policy against selling or renting your personal information. Data is shared only with trusted clinical partners who assist in operating our website and fulfilling medicine orders, under strict confidentiality agreements.



6. Your Rights

You retain full control over your personal data, including the right to:

- Access the clinical and personal data we hold about you.
- Request immediate correction of outdated or inaccurate information.
- Request permanent deletion of your data from our active secure servers.



7. Policy Updates

We may refine our Privacy Policy to reflect evolving pharmaceutical regulations. Any updates will be posted immediately on this page with an updated effective date.



8. Contact

For any privacy-related inquiries or data requests, please reach out to our dedicated compliance team at contactus@criticalkarepharma.com.

Refund, Return & Cancellation Policy

Our commitment to fair pharmaceutical practice and patient protection on every order.



1. Refund Policy

Critical Kare Pharma ensures a professional refund process for the following scenarios:

- Defective Delivery: If you receive a medicine with damaged packaging or structural defects.
- Expiry Concerns: If the delivered clinical item is past its documented expiry date.

Credit/Debit Card or Net Banking refunds typically process within 7 to 10 working days, subject to banking regulations. Digital Wallet credits are usually available within 24 hours.



2. How to Request a Refund

- Notification: Email us within 3 days of clinical receipt with your order ID and the specific reason for your request.
- Verification: Our pharmaceutical compliance team will verify the claim within 3 working days. Once approved, we will initiate the refund sequence.
- Support: For urgent refund inquiries, contact our clinical help desk at +91 94275 19809 or contactus@criticalkarepharma.com.



3. Return Policy

We maintain rigorous medicine return standards to ensure patient safety:

- Order Mismatch: If the delivered medicine does not match your clinical order.
- Damaged Upon Arrival: If you discover damage after opening the package, it may be returned for a refund or replacement (subject to medicine availability).
- Verification Requirement: For any claims related to damage or order mismatch, we require a continuous unboxing video starting from the opening of the original shipment/package seals.

You must notify us of any delivery issues within 1 working day of receipt. Non-defective returns of unopened medicines may incur a 20% restocking fee.



4. Exceptions

Due to pharmaceutical safety protocols, the following cannot be returned:

- Cold Chain Products: Temperature-sensitive medicines requiring specific storage.
- Prescription Medications: Once dispensed, these are non-returnable for safety.
- Health & Wellness: Opened or used health products.
- Clearance Items: Medicines purchased under final sale or promotional offers.



5. Cancellation Policy

You may cancel your medicine order within 12 hours of placement. Orders that have already been dispatched for clinical delivery cannot be cancelled.

Critical Kare Pharma reserves the right to cancel orders due to stock unavailability, pricing inaccuracies, or if we suspect the order—even if placed in a patient's name—is being misused for commercial resale rather than genuine patient consumption.



Let's Build a Reliable Supply Partnership

Reach out today for product availability, current pricing, or a formal export quotation for hospitals, clinics and distributors.



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BROWSE SHOP

criticalkarepharma.com/shop