



## Pet Owner Refund Policy

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### Prescription Refund Policy

As a licensed pharmacy, our refund policy for prescription products reflects federal guidelines. As such, we are prohibited by law from accepting returns or offering refunds for dispensed prescription medications to our pharmacy, even if they are unopened. However, your practice may have a different policy.

When clients reach out to our Pet Owner Care team to request a return on an order for prescription medication(s), we explain our return policy in detail, determine if we have a record of your practice's return policy on file and proceed as follows:

- + If we have your policy on file and you allow for returns of prescription medications, we will perform a warm transfer to your practice for the client to discuss the situation.
  - If return authorization is given by either a Veterinarian or Practice Manager, Vetsource will refund the pet owner the full retail cost of the item, plus applicable taxes, and direct the client to return the item to your practice.



### **OTC Refund Policy**

Certain unopened OTC products may be returned to Vetsource for refund — excluding shipping charges — if they are not temperature-sensitive and are returned within 30 days of the original sale. All returns must be pre-approved by Vetsource before a refund can be issued.

### **Nutrition Refund Policy**

Vetsource honors the 100% Satisfaction Guarantee refund policy with our four pet nutrition manufacturers – Hill's, Purina, Royal Canin and Blue Buffalo.

If a pet owner is dissatisfied with a nutrition product due to quality, consistency or palatability, we will issue the client a full refund and inform them that the product can either be donated or destroyed. The food should not be returned to Vetsource.

**Please note that Home Delivery sales are transactions between your practice and your clients. Authorized refunds will result in the reversal of the sale on the hospital ledger, amounting to a deduction of the full retail price paid for the returned product, as well as any retail tax paid.**

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Our customer service is inspired by our passion for pets! If you have questions or concerns about our refund policies, our Practice Support team is available to assist you Monday through Friday from 5 a.m. to 5 p.m. Pacific Time at (877) 738-8883. You can also email [practicehelp@vetsource.com](mailto:practicehelp@vetsource.com).