Automatic Shipment

**Information**

# What is it?

Autoship is a quarterly shipment (3-month supply) of medication, shipped directly to your household

# What is the benefit?

Avoid the hassle of calling into the office every few weeks to refill your pet’s medication

Avoid the wait when you get here to pick up your pet’s medication

No longer run out of your pet’s medication

All medications are 5% off when you are enrolled in our automatic shipment program

Free shipping

# Am I eligible for autoship?

Any client that has a pet on a long-term medication or flea and tick/Heartworm preventative that is up to date on yearly wellness exams is eligible to enroll in the automatic shipment program

The following medications are the most commonly signed up for;

* Zonisamide
* Apoquel
* Carprofen
* Gabapentin
* Levothyroxine
* Nexgard
* Heartgard
* Frontline Gold
* Bravecto
* Methimazole
* Proin
* DES
* Dasuquin
* Fluoxetine
* Vetmedin
* Fureosemide
* Enalapril
* Cyclosporine
* Tacrolimus

This list is not all inclusive there are other medications that can be signed up on autoship, if you have any questions about whether your pet’s medication would be eligible just ask one of our team members!

The following medications and products are not eligible for autoship;

* Novolin N
* Prozinc
* Phenobarbital
* Refrigerated medications
* Insulin syringes
* Food products
* Any medication with a controlled status

FAQS

# How do I pay?

A credit card is kept on file for automatic shipment only. This card is processed the day the shipments go out. The card on file cannot be used for visits to our office.

# When do the shipments go out?

The shipments go out the last Thursday of the month every quarter, the actual date varies by year.

* January
* April
* July
* October

# How fast will I get my shipments?

Shipments are sent by two-day priority mail; some people even get their shipments the very next business day!

# How do you ensure I will not run out of medication?

Every shipment is sent with 10 days extra of your pet’s medication to ensure you do not run out before your next shipment arrives

# If you are sending me ten days extra in every shipment, won’t I end up with too much medication?

During COVID shipments were taking longer to arrive and this will account for this extra time you have to wait for your shipments. However, if you are lucky enough to always receive your medications the very next day and you get to the point where you have more than enough medication to skip a quarter you are able to contact the office by phone or email to place your shipment on hold for the quarter.

# Can I skip my autoship order if I do not need my medication yet?

Yes, if you have too much medication or decide you do not want the upcoming quarters shipment you will want to contact the office at least 10 days prior to shipment to skip your order. The dates the shipments go out cannot be modified, so if you run out before the next quarters shipment you will need to call into the office for a refill to get you to the next autoship date.

Additional Discounts

# Nexgard/Frontline and Heartgard Rebate

Often the company has a rebate associated with the purchase of 6 doses of Nexgard/Frontline and 6 doses of Heartgard or 12 doses of each which can amount to anywhere between $25-$60 depending on the combination of products you purchase. These rebates are automatically processed at our office and the rebate will be sent to you by mail in the form of a prepaid Visa. You will still receive the 5% discount on your products.

# Bravecto Rebate

There is currently an instant rebate associated for the purchase of 2 or 4 doses of Bravecto in the same weight range for each pet. The rebates range from $10-$25. This rebate is great if you elect to have your pet’s preventative shipped every 6 or 12 months instead of quarterly. You will still receive 5% off plus the rebate.

# Apoquel Rebate

If you currently have your pet on Apoquel there is a rebate associated with every Apoquel purchase you make. The rebate is eligible to be used on any purchase you make at our clinic, including future autoship orders. Go to <https://www.zoetispetcare.com/rewards> for more information.

Earning Points is Easy

1. Earn Points-You’ll earn points with every eligible product purchase you submit within 60 days.
2. Redeem for Rewards-When you reach 100 points, you can redeem for a Zoetis Petcare Rewards card.
3. Spend Rewards on Vet Care-Use your Rewards card to help pay for any product or service at our office.

| Tablet Count | Reward Points | Rewards Value |
| --- | --- | --- |
|  |  |  |
| 30 | 110 | $11 |
| 45 | 180 | $18 |
| 60 | 250 | $25 |
| 100 | 370 | $37 |

Once you have a Rewards card and load the money from your online “bank” to the card it can be used for future shipments. We can keep your information for this card on file so that it can be applied to future autoship orders.