

## Pet Owner Refund Policy



### 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 a prescription medication, 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 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

We offer a guarantee on all nutrition items. If a client's order arrives damaged or in any way defective, or if their pet refuses to eat the food, they can contact you directly or call Vetsource at (877) 738-4443 for a replacement or refund. If the client returns the product directly to your practice, you may either keep it, donate it, or destroy it.

*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.*

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. PT at (877) 738-8883. You can also email [PracticeHelp@vetsource.com](mailto:PracticeHelp@vetsource.com).