



Dear Valued Client,

We would like to explain the difference between our veterinary specific drugs and those that can be purchased on the Internet, from catalogues, or from big box retailers.

These products are restricted, under federal law, for use only by or on the order of a licensed veterinarian. The manufacturers of these products have a long-standing policy to sell such brands directly (or through an authorized distributor) to practicing veterinarians who dispense such products within the context of a valid veterinarian-client-patient relationship. This policy allows us to ensure the quality of the products we carry through a documented chain of custody and decreases the potential for counterfeit, tampered, or expired products to be introduced to pets. It has come to our attention that some of these online and retail pharmacies are tampering with packaging to avoid adherence put in place to ensure strict quality standards.

When you purchase heartworm and flea & tick preventatives from a veterinarian's office, that product is guaranteed by the manufacturer. When these products are purchased elsewhere, through an unauthorized source, with or without a prescription, they do not qualify for any product guarantee reimbursements. The manufacturers cannot guarantee the authenticity or proper storage and handling of products purchased outside of the veterinary channel and therefore reserve the right to refuse to honor any associated product guarantee or provide financial support in the event of an adverse experience, lack of efficacy, or quality defect associated with these products.

We value and stress the importance of the doctor-patient relationship. The efficacy of most products depend upon the proper usage. We can explain the product to you and how to properly administer it and in some instances, give the initial dose so that you can see how it is done. Pharmacists at retail pharmacies have not received training in the proper administration of these products, potential adverse reactions, or potential adverse drug reactions.

We appreciate and value the relationship that we have established with you and your pet. We will continue to honor most prescription requests from outside sources pending a doctor's approval but feel it is our duty to inform all of our clients of the potential risks.