



CARAVAN VET

# ONLINE PHARMACY POLICIES

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**To ensure your pet's prescriptions are filled accurately and quickly, we've chosen Covetrus as our trusted pharmacy partner.**

Ordering through Covetrus guarantees that your pet will receive compounded medications (liquids, transdermal gels, etc.) that are verified by us and produced with the highest manufacturing standards.

## HOW TO USE COVETRUS:

If we have prescribed a medication or prescription diet for your pet through Covetrus, you will receive an email with instructions on how to place your order.

- **We recommend that you sign up for auto-ship** when placing your order. You can change the delivery date at any time, but by choosing auto-ship you get complimentary shipping on most medications and diets when the total order is over \$49.
- Once you place your order, we will authorize the initial prescription and indicate how many refills are available.  
- **Pets on chronic medications need to be examined by a doctor at least once a year for refill authorizations to continue.**
- In some cases, **medication or food may take 5-7 business days to be delivered, so it is important to request a refill about a week before you need it.** Auto-ship will take the worry out of having to remember this, ensuring uninterrupted management of your pet's condition.

## CUSTOMER SERVICE:

We chose Covetrus because of their excellent manufacturing standards and great customer service. Call 1-888-280-2221 to speak to their customer service department.

Feel free to call us if you have any questions about using Covetrus.

## USING OTHER PHARMACIES:

If you wish to purchase medications or food from another pharmacy, we are happy to mail you a written prescription.

**WE ARE NOT ABLE TO AUTHORIZE PRESCRIPTIONS TO OUTSIDE PHARMACIES BY PHONE, EMAIL OR FAX.**

When you choose to use Covetrus, we are able to fill prescriptions and authorize refills as quickly and efficiently as possible. This helps us to keep costs lower across the board, while providing you with the best service and quality.

Pharmacy revenue is a small, but an important, part of our total income. When you use Covetrus instead of Chewy or another "Big Box" pharmacy you are supporting our small business and helping us to keep other costs lower.