

Online Pharmacy Policy

As a small business, we do our best to keep prices as competitive as we can. The carrying costs of keeping a fully stocked pharmacy to provide Rx foods, medications, and preventives for your pet are significant at ~\$350,000/YR, 2nd only to labor expense. If you prefer the convenience of ordering online and having products shipped directly to you with the *peace of mind* that your pet medications are coming from a reputable source, we offer an online pharmacy with competitive pricing, full product warranty, manufacturer rebates and rewards programs, and auto-ship discounts.

<https://bergheimpet.myvetstoreonline.pharmacy/shop>

We experience many issues with online pharmacies including unauthorized substitutions, package tampering, foreign drugs (not FDA approved), resale of illegally diverted drugs from 3rd parties, etc. Dealing with requests to use 3rd party pharmacies that are not linked to your pet's medical records involves staff at all levels and is a significant distraction from client and patient care. Because of this, we have the following policy:

*We will provide a written prescription on request provided we have recently examined your pet and the particular medication or product is appropriate. The administrative fee for a written prescription is \$8.00. The time frame of "recent examination" is at the doctor's discretion but will never exceed a maximum of one year from your pets' last annual **Wellness** exam. The written prescription will be provided directly to you, we do not mail, fax, or email written prescriptions. We request 48 hours notice to allow time for medical record review, Rx entry, and DVM signature.*

We highly recommend that you carefully review your choice of 3rd party pharmacy including thorough research for Board of Pharmacy disciplinary actions. Manufacturer warranties are null and void (not honored) if products are purchased through non-approved channels (diverted). This includes the guaranteed reimbursement for heartworm/intestinal parasite claims if your pet contracts heartworms or specific parasites while on prevention.