

JAT Pharmacy Return Policy

Client (end user) credits and returns for items purchased through any of the Midwest Veterinary Supply pharmacy programs are governed by the clinic's return policy. The credit or refund must be processed by the clinic. Return of products purchased through Midwest distribution must be processed by your Inside Sales Representative. For online store purchases made through MyVetStoreOnline, login to your store and go to "Order Management". Locate and click on the order number, then enter and submit requested return quantities. To return items purchased through JAT Pharms, please call (844) 654-6876 or email pharmacyreturns@midwestvet.net.

- 1. All JAT Pharmacy returns and/or refunds must be approved.** To initiate the process, please submit a Return/Refund Request form via MyVetStoreOnline.
- 2. Return/Refund Request forms must be submitted within 45 days of the order date** to be eligible for consideration. Each request will be reviewed on a case-by-case basis.
- 3. JAT Pharmacy cannot accept returns on prescription items due to state and federal regulations.**
 - a.** If your client received medication that is incorrect or defective, please contact MyVetStoreOnline Practice Support within 45 days of the original order date to initiate a quality review case.
- 4. Manufacturer guarantees** will be honored for products purchased through MyVetStoreOnline. Our Support team is available to assist you when filing a claim, if applicable.
- 5. Credits** will be applied to your MyVetStoreOnline account for the product cost paid to Midwest Veterinary Supply. Please note that the total credit will exclude any shipping/freight fees and service fees, if applicable.
- 6. Over-The-Counter (OTC) Returns:** OTC products ordered on MyVetStoreOnline may be returned to JAT Pharmacy or Midwest Distribution Centers for credit. OTC items are not eligible for return or credit if they are opened/used, temperature sensitive, or a return request is submitted outside of the 45-day original order date window. Exceptions to this policy will be reviewed on a case-by-case basis.
 - a. Credit Processing:** Credits will be issued to the veterinary practice once the authorized product has been received by JAT Pharmacy or a Midwest Distribution Center. Credits to the client must be processed by the veterinary practice through their payment gateway. Client credits are not processed by JAT Pharmacy or MyVetStoreOnline.
 - b. Return Authorization:** A Return Authorization will be sent to the clinic and must be included in the return shipment. Only the items listed on the form should be included in the return. If the package contains items not listed, the clinic will be contacted to arrange for the return or disposal of those items at the clinic's expense. The clinic must respond within five (5) business days.
 - c. Call Tag Fee:** A \$10 call tag fee per box will be applied to all returns. The value of the product being returned must exceed the \$10 fee. This fee will be deducted from the credit balance. Call tags are valid for 30 days after issuance. Items not returned within this period must be returned at the clinic's expense. Midwest will cover the call tag fee for returns in the event of a dispensing error.
 - d. Non-Returnable Items:** A disposal fee of \$15.00 will be applied for non-returnable items. These include but are not limited to:
 - i.** Defaced, labeled, or stickered items (including all labeled prescription products)
 - ii.** Open items with broken seals
 - iii.** Products sold by the pill or dose (e.g., easydoseit! items)

- 7. Diet Return Policy:** We honor the manufacturer's palatability guarantee on diets sold through MyVetStoreOnline, including Purina, Royal Canin, Hill's, and Blue Buffalo.
- a.** If your client's order arrives damaged or if their pet experiences palatability issues, please contact the MyVetStoreOnline Practice Support team, and we will issue a replacement or refund as soon as possible.
 - b.** You will not be required to return the food item. Please dispose of it in any manner you see fit.
- 8. Replacement Policy:**
- a. Lost or Damaged Items:** Items lost or damaged during shipment will be replaced with the same item using the same shipping method. An item will be deemed lost based on tracking information provided by the shipping carrier or if there has been no change in the shipping status for more than ten days after the order was shipped. Exceptions to this policy will be reviewed on a case-by-case basis.
 - b. Address Errors:** Errors made by the client during order placement, such as providing an incorrect shipping address or failing to update the shipping address on a scheduled order prior to its release, are not covered by our replacement policy. It is the responsibility of the client to ensure that order information is accurate and up to date to avoid issues with delivery.
 - c. Temperature Sensitivity:** Extreme heat and cold can damage products. Clients are encouraged to monitor tracking information and promptly attend to deliveries. Damage caused by preventable temperature exposure is not covered under our replacement policy.
 - d. Prescribing Accuracy:** For all MyVetStoreOnline orders, the assigned prescriber is responsible for ensuring the accuracy of the prescription. Midwest Veterinary Supply, Inc. and JAT Pharmacy, LLC do not provide reimbursement for prescribing errors.
- 9. Additional Conditions Apply:**
- a.** Orders that are not deliverable due to circumstances beyond Midwest Veterinary Supply's control (e.g., the incorrect shipping address provided during order placement) must be returned to Midwest in resalable condition to qualify for credit.
 - b.** Shipping and freight fees will be credited only if the return is due to a Midwest error. For all other returns, these costs will be deducted from the credit balance.
 - c.** Credits for authorized returns will be processed prior to the next billing cycle, with our best effort being made following receipt of the returned product. However, there may be circumstances beyond our control that could delay processing.

NOTE: This policy is subject to change at any time without notification.

Updated: 2/19/2024