

Customer Number

Key Code Number

Quote Number

Please check the appropriate box.

New Customer

Change of Address

Order Date

Billing Information

(as appears on credit card statement)

Name

Address

City State Zip

Residential Address Business Address

Phone

Fax

Email

Shipping Information

(if different from Billing Address)

Name

Address

City State Zip

Residential Address Business Address

Phone

Fax

Email

Please print legibly and double check all item numbers, quantities and sizes before sending in your order. **Thank you!**

Item #	Size/Color	Name of Item	Quantity	Unit Price	Total Price

If ordering refrigerated items add \$5 for polar box.

Weight	Economy Ground (5-10 days)		2nd Day	Overnight
	Under \$99	Over \$99		
0 - 10 lbs	\$7.99	Free	\$16.99	\$31.99
10 - 20 lbs	12.99	5.00	19.99	38.99
20 - 40 lbs	17.99	10.00	26.99	45.99
40 - 60 lbs	22.99	15.00	34.99	52.99
Over 60 lbs	Call For Shipping			

SHIPPING METHOD

- Economy Ground
- Expedited Ground
- 2nd Day
- Overnight

Merchandise Total	
Please add sales tax as required by the state, city and/or county of the Ship-To location or call 800.786.4751 for your tax total.	
Shipping charges	
TOTAL	

Thank you for your order!

Credit Card Number plus 3 digit security code on back of the card

Expiration Date ____ / ____

CSC Number (3 or 4-digit code) _____

Pricing is subject to change without notice.

Authorization Signature _____

Would you like to receive e-mail specials? Yes No

Are you a breeder of cats/dogs? Yes Cat Dog

- * For exact order weight and shipping charges please call 1.800.786.4751.
- * Your order may be delayed if the shipping charges are not correct.
- * Upgrade to Expedited Ground Shipping (2-5 days) for an additional \$3.99
- * Additional Charges apply for Drop Ship and FOB Items
- * Contiguous USA Only

Shipping Policy

Vaccines and temperature-sensitive items are shipped on Monday, Tuesday and Wednesday. (Per your request, we will ship vaccines on Thursday for overnight delivery on Friday.) Exceptions may apply to Rx items.

- Non-vaccine orders are shipped Monday through Friday.
- Most orders received by 12 pm CST will ship the same day.
- Products shipped directly from the manufacturer can only be shipped ground service. Allow 7 to 10 days for delivery.
- ORM-D products (Other Regulated Materials for Domestic transport only) can only be shipped ground service within the contiguous USA.

Shipping Charges

Shipping charges are determined based on the merchandise dollars, shipping weight and the destination of each order. Larger items and items shipped directly from the manufacturer may require additional shipping charges. If you want to know the exact shipping charge of your order, please call 800.786.4751.

Receipt and Inspection

Upon receipt of product, inspect all items for damage before signing the receipt. If damage is detected, note on the carrier's bill of lading and if possible take pictures of the damage. Do not accept the shipment if product is damaged.

Vaccines

- We encourage shipping vaccines by 2nd day service or overnight. Customers take responsibility for all vaccine orders shipped on ground service.
- Vaccines cannot be shipped on a Friday, unless you request overnight shipping with Saturday delivery. Additional charges apply. Saturday delivery is not available in all areas.
- Vaccines are packed with ice in a Polar box. The charges for these boxes are \$5.00 (or \$6.00 for a very large order). The size of the box depends upon the quantity of vaccines ordered. This cost includes additional ice.
- Extra ice is available upon request for an additional cost.
- Vaccines and microchips cannot be shipped to P.O. Boxes.

Returns

- If you need to return merchandise, please call 800.786.4751 for a return authorization number and instructions. All returned items are subject to quality assurance inspection.
- Restocking fees may apply. We are unable to accept product returns after 90 days.
- We are unable to accept returns on vaccines, refrigerated items, test kits, books, videos, stainless steel products, pharmacy items, prescription items or special drop-shipped items.



Call: 800.786.4751 Fax: 800.734.4750
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