



NIAGARA **ANIMAL** HOSPITAL

608 Roosevelt Rd, Niagara WI | (715) 251-1608
Dr Heather Bissen | www.NiagaraAnimalHospital.com |

Online Store - FAQ

Thank you for visiting our shopping page. For your convenience we offer a full line of products on our online store and pharmacy including over the counter and prescription items. When ordering online you can also sign up for a program (easy-dose-it) which will help your wallet and memory for any meds given on a recurring basis (ex: heartworm and flea/tick preventatives. It's good for your wallet because you don't have to pay the full balance up front, instead you are charged each month when the item ships).

For the most part our store operates like a typical online store with the exception of an extra step when ordering prescription items. This extra step ensures that we are meeting the legal requirements and medical standards required to sell prescription items (the same thing we would be doing if you were buying products in house at our hospital).

How it works:

When you click on the [shopping link](#) you will be directed to our MyVetStoreOnline storefront. You can either register, log in or browse as a guest. Please choose your items and when you are ready, check out. If you ordered over-the-counter items, they will be processed and shipped once your payment is accepted. If you ordered prescription items, they will need to be reviewed and approved by our clinic before they can be processed and shipped. Typically you will receive your items within 3-5 business days.

During the approval process a team member will review your pet's record to ensure they should be receiving the product which is being ordered or if they need a checkup before a certain prescription can be filled. This is for the safety of your pet and for legal/compliance reasons (to establish a legal patient-client relationship in order to sell prescription items your pet must be seen at Niagara Animal Hospital at least once per year, and certain medications require blood testing at various intervals during the year). Once approved your credit card will be charged and your order will be processed and shipped.

By the way: you will receive free shipping on most goods when your total order is over \$38.



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Why buy from our store vs stopping into the clinic?

We love seeing our clients so it's great if you want to stop in or if you want to buy products when you are in for your pet's appointment. However if it's not convenient to drive over or you don't want to carry four 32lb bags of dog food from your car to home, order online and have them delivered to your door. Also we are able to offer a **much** larger selection of products online that we simply do not have space for in-house. Now we have all the dog food, bowls, toys and products you could possibly want at competitive prices.

Why buy from our store vs a generic pet website?

Several reasons. When you buy from our store you are buying your products from a veterinarian and will receive the manufacturer guarantees (ie Frontline's guarantee if your pet gets fleas while on their product). Also you can be 100% certain that you are getting the authentic products that you are expecting. Sometimes when ordering from a generic website you are getting a generic/fake product which looks real but is not.

What types of payments are accepted online?

Credit card (Visa, Master card, American express, Discover).

What types of things are you looking for when reviewing prescription orders?

First, we check to make sure that we have seen your pet at the clinic within the last year to maintain a valid client/patient relationship. Next, we make sure that if your pet requires bloodwork for the medication they are taking, that it has been done within the necessary timelines. Then, we make sure we have seen your pet for the condition that you are requesting medication for (we can't approve a request for ear medication if we haven't diagnosed an ear infection in your pet....there are different medications for different kinds of ear infections). Finally, we make sure the medication ordered is the correct medication.

When are orders reviewed and approved?

Orders are reviewed during normal business hours (Monday-Friday, 8am-5pm).



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How will I get notified if my prescription order was not accepted?

You will receive both an email and a phone call if the prescription was not accepted for some reason. It is possible that your pet has not been seen within the last year, or for the condition for which you are ordering medication for. Or, bloodwork may be necessary before refills can be shipped. Or, the product ordered is for a different size pet than yours.

Am I charged if my prescription order was not accepted?

No – that wouldn't be right. Even though you enter your payment details at the time of your order, your credit card is not charged until our hospital reviews and accepts your order and the order begins processing.

What is Easy-Dose-It and why would I want to use it?

Easy-Dose-It is a program that will allow you to order individual doses of monthly medications (Heartworm prevention, flea and tick prevention) and have them shipped to your home monthly. This not only reminds you of when your pet's medication is due, but helps break up the cost of the medication so that you are not having to pay for it all at once. Best of all.....shipping is free!

How long does it take to get my items?

Typically your items will show up within 3-5 business days after your order is processed.

Do you have any more questions?

Give our office a call during normal business hours (8am – 5pm)
and we would love to answer them for you.

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