

## RETURN POLICY

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### **PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE USING THIS ONLINE VETERINARY BOUTIQUE.**

You may return a product purchased on the Online Veterinary Boutique only for the following reasons and within 30 days of delivery of your shipment to your chosen address or delivery at your Reference Veterinary Practice (“**Returned Products**” or individually a “**Returned Product**”):

- The product was damaged in transit;
- The product does not correspond to the description made on the Online Veterinary Boutique;
- The product is defective, or the quality of the product is not what a reasonable customer may expect for this type of product; and
- The product is not the product that was ordered on the Online Veterinary Boutique.

All return requests must be made at your Reference Veterinary Practice. **THE ONLINE VETERINARY BOUTIQUE DOES NOT OFFER ANY EXCHANGE OR CREDIT. ONLY REIMBURSEMENTS WILL BE MADE PROVIDED THAT THE RETURNED PRODUCT MEETS THE REASONS FOR RETURN SET FORTH ABOVE AND THE ADMISSIBILITY CRITERIA SET FORTH BELOW.** The Online Veterinary Boutique will not assume any transport costs and/or any other charges incurred to return the Returned Product to your Reference Veterinary Practice.

Here are the general guidelines on how to proceed with a return:

1. All return requests must be made directly at your Reference Veterinary Practice. The Online Veterinary Boutique will not assume any transport costs and/or any other charges incurred to return the product(s) to your Reference Veterinary Practice, unless the return is a result of the Operator’s error.
2. To be eligible for a return, you must comply with the following (“**Admissibility Criteria**”):
  - You must return the Returned Product within 30 days of receipt with proof of purchase;
  - Products received damaged in transit or sent to you in error by the Online Veterinary Boutique must have been reported to your Reference Veterinary Practice within 48 hours of receipt;
  - Except for product(s) received damaged, Returned Products must be intact for resale. To qualify for return, the Returned Product must have been purchased from the Online Veterinary Boutique and be in its original, unopened packaging as well as not show any sign of damage. All original tags and components must still be present and intact. The original packaging cannot have been altered in any way. The Returned Product must not show any sign of having been used.
  - For both your protection and hygienic concerns, the following types of products are not eligible for return<sup>1</sup>:
    - Litter boxes and related accessories

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<sup>1</sup> **Exceptions will be considered for items packaged in a tamper proof type packaging where the items are intact for resale as per the previously mentioned conditions.**

- Training and cleanliness products
  - Bowls, distributors and fountains
  - Cages and carriers
  - Collars, leashes, muzzles and harnesses
  - Nail clippers
  - Beds, cushions and covers
  - Toys
  - Clothing and boots
  - Products sold with the mention “Discontinued”, “Clearance”, “Liquidation” or “Final Sale” are not eligible for return and are non-exchangeable and non-refundable;
  - No returns will be accepted past the 30-day return window.
3. Upon arrival at the Reference Veterinary Practice, the Reference Veterinary Practice will inspect the Returned Product and make a determination as to whether or not the Returned Product is eligible for a return from the Online Veterinary Boutique in accordance with the Admissibility Criteria. If the Reference Veterinary Practice determines that the Returned Product is eligible for a return as it complies with the Admissibility Criteria, it will ask you to fill out and sign a return request form: [https://www.vetboutique.ca/media/66c91b78-98d3-4b34-a728-a11b9c8ce7bc/QWxm6Q/Footer/B2C\\_Formulaire\\_retour-Return\\_Form.pdf](https://www.vetboutique.ca/media/66c91b78-98d3-4b34-a728-a11b9c8ce7bc/QWxm6Q/Footer/B2C_Formulaire_retour-Return_Form.pdf). It is recommended that you keep this document for your records. This form will require you to supply the following information:
- Your name, address and phone number;
  - Your Online Veterinary Boutique account number;
  - The Product code, quantity and description for each Returned Product;
  - Your Online Veterinary Boutique invoice number for each Returned Product;
  - The reason for return for each Returned Product;
  - Your signature will be needed to confirm that the Returned Products were at all times stored in accordance with the instructions indicated on the product label while in your possession.
4. Your Reference Veterinary Practice will then make arrangements to have the Returned Product returned to the Online Veterinary Boutique by requesting a return authorization number on your behalf so that a reimbursement can be made on the credit card that was used for the initial payment. Note that the reimbursement will not be made directly by your Reference Veterinary Practice. The reimbursement will be issued by the Operator of the Online Veterinary Boutique.
5. No return will be accepted without the duly completed return form. Please note that the fact that the Reference Veterinary Practice determines that the Returned Product is eligible for a return and that you fill out a return form and physically return the Returned Product to your Reference Veterinary Practice does not automatically guarantee that the return will be accepted by the Online Veterinary Boutique and that a reimbursement will be made. The Online Veterinary Boutique reserves the right to make the final determination as to whether or not the Returned Product is eligible for a return from the Online Veterinary Boutique. In the event that the Online Veterinary Boutique, at its entire discretion, decides that the Reference Veterinary Practice did not make a proper determination in its application of the Admissibility Criteria, then it shall inform the Reference Veterinary Practice which shall subsequently inform you.

6. Returned Products will be processed in a timely fashion. You will be able to know when the reimbursement is accepted as once the reimbursement has been accepted, a credit note will be available to view via your account management on the Online Veterinary Boutique. The reimbursement will be made on the next statement of your credit card used for the initial payment (or the one following depending on your invoicing dates).
7. Should you need to obtain more details on the status of your return request, please contact your Reference Veterinary Practice. In the event of a refusal of a return, you will be contacted by your Reference Veterinary Practice with further details. Diligently following the previously described steps helps ensure a seamless return process.

#### Applicable law

This Return Policy, any access to or use of this Online Veterinary Boutique, and any material relating thereto are governed exclusively by the laws of the Province of Quebec, Canada, and by the Canadian laws applicable thereto, to the exclusion of conflict of laws rules that would result in the application of other legislation. The United Nations Convention on Contracts for the International Sale of Goods will not apply to these Terms and Conditions and is hereby expressly excluded.

Any dispute resulting from or related to these Terms and Conditions or access to or use of the Online Veterinary Boutique or any material thereto pertaining shall be submitted exclusively to the courts of the District of Montreal in the Province of Quebec, Canada.

#### Further assistance

You may submit questions and/or comments by contacting your Reference Veterinary Practice at the contact information set forth on the Online Veterinary Boutique's homepage.