

# pet drugs online

## Returning Non-Prescription Items

Perhaps you've changed your mind, or you've accidentally bought a cat brush for your Old English Sheepdog. Either way, you have 14 days to cancel your order after receiving your purchase, provided it's unopened and unused. Here's how to go about returning unwanted items:

1. Email us at [contact@petdrugsonline.co.uk](mailto:contact@petdrugsonline.co.uk) to cancel your order.
2. Fill out this form and return it with your items to the returns address (shown on the right).
3. Ensure the items are unopened and unused and in their original packaging.
4. We'll refund the cost of your order in full (excluding postage). You should receive the money within 10 days.

## Returning Prescription Medicines

We take your pet's health very seriously, so as a licensed supplier of veterinary medicines governed by The Royal College of Veterinary Surgeons and Veterinary Medicines Directorate we are unable to accept returns of prescribed medications. This is to ensure the safety of any animals involved, as items could have been stored incorrectly or, even worse, tampered with.

## Returns Address

Pet Drugs Online, Unit 7B

Burnett Business Park, Gypsy Lane

Keynsham, Bristol, BS31 2ED

For full details, see our website's Return Page ([www.petdrugsonline.co.uk/returns](http://www.petdrugsonline.co.uk/returns))

To help us process your return quickly please fill out the form below

### Your details

Customer Name:

Date Order Placed:

Order Number:

### Reason for return codes

1. Damaged
2. Unsuitable
3. Wrong species
4. Wrong flavour
5. Wrong strength
6. Other

Qty	Product Code eg 1234-5678 (found your receipt)	Product name	Reason code/text