

January 8,2022

Dear Bottletree Friends and Family,

At Bottletree Animal Hospital, LLC., it is our policy to take every possible step to ensure that our patients receive the best pharmaceutical products available. This is especially important with life-threatening illnesses such as heartworm disease. However, we understand and empathize with the desire to find products at a lower cost. We know that several online pharmacies presently sell these products cheaper than we can. If you request it, we will write prescriptions for your pet for these products in lieu of selling them here. It is important that you know several things regarding online pharmacy prescription sales.

All major manufacturers maintain a strict policy of sales of “veterinarian only” products exclusively through licensed veterinarians. Some online pharmacies procure products through non-approved channels. Most guarantees that manufacturers make regarding their products are null and void if their products are purchased through non-approved channels. This includes the rebate programs for heartworm and intestinal parasite control. Pharmaceuticals manufactured and labeled for use in other countries (e.g. Australia) have been illegally diverted and sold through these online pharmacies in the United States. The FDA has found companies that sell unapproved pet drugs and counterfeit pet products, make fraudulent claims, dispense prescription products without requiring a prescription, and sell expired drugs. Shipping charges, delays, mis-shipments, and damaged products are several of the reasons that many clients feel that the hassles of dealing with the online pharmacies are not worth the savings. Profits of the sales of prescription products by online pharmacies are a small fraction of their business. Their profit centers revolve around the non-prescription items (nutritional supplements, food items, treats and toys) that are sold under heavy pressure when the consumer calls the business.

“Your pet, treated as our pet”

If you prefer to purchase your products at online pharmacies, we will write prescriptions according to the following guidelines:

- All state and federal prescribing laws apply the same as if the product were dispensed from our in-house pharmacy.
- We will write prescriptions for a fee of \$8.00 for each one written and you must pick up this prescription in person. We strongly recommend you mail in a copy or keep one for yourself.
- It is your responsibility that the prescription is sent, filled, labeled, shipped, and used correctly.
- We will not become involved in any product failure issues for products purchased through these online pharmacies. This includes, but is not limited to, flea, heartworm, and intestinal parasite prevention.

Consider supporting your local veterinary hospital and purchasing medications and prescription foods from a known and reputable source. Bottletree Animal Hospital is stocked and committed to fill recommended medications and prescription foods during your pet visit. Refills on products may be requested by phone or e-mail request.

Kind Regards,

Doctors and Team of Bottletree Animal Hospital

"Your pet, treated as our pet"