

Lee's Hill Pet Hospital

10693 Spotsylvania Avenue, Fredericksburg, VA 22408

540-710-7111 Fax: 540-710-8811

lhphstaff@gmail.com

Refund Policy

ALL services, diagnostic testing, radiographs, and dispensed medications* are non-returnable and non-refundable, with the following exceptions:

Hill's Prescription Diet food and **Zylkene** behavior supplements have a 100% customer satisfaction guarantee. If you are dissatisfied for any reason, you can return the product for a full refund.

ElleVet CBD products are eligible for a full refund *after* you try a loading dose for 2 weeks and observe no improvement. There is no palatability guarantee.

If you feel **Simparica Trio Chewables** aren't providing sufficient protection, we can call the manufacturer to discuss the Satisfaction Guarantee. They will work with us to ensure that you are satisfied or they will refund the cost of the purchase. Refunds are subject to program requirements outlined in the manufacturer guarantee document. Copies of this guarantee are available upon request. There is no palatability guarantee.

CEVA products: FELIWAY is proven to help reduce or prevent unwanted behaviors such as spraying, scratching, and problems between cats. If you are not satisfied that FELIWAY has helped after using it according to directions, and for the behaviors stated above, you can return the product within 60 days for a full refund. If for any reason you decide that **ADAPTIL** is not the right solution for your pet, you may return it within 60 days for a full refund.

A \$200 deposit is due upon scheduling an ultrasound and it is non-refundable unless you give 24 hours notice when cancelling.

All health plan sales are final.

We cannot pro-rate for items or services you have previously received or that you do not want. We cannot transfer plans to other patients. We cannot discount health plans for any reason. We cannot refund any portion of a health plan that is unused for any reason, including loss of ownership or death of the patient. However, if ownership is transferred, the plan will stay with that specific pet for the new owner to continue to use here.

Puppy and kitten health plans are only available to patients 16 weeks and younger. Owners who elect the Puppy/Kitten Essentials plan and wish to upgrade to the Puppy/Kitten Plus plan must do so before the pet is 16 weeks old. If you choose to spay or neuter your pet after 5 months of age and your pet's anatomy has changed, there will be additional costs associated with the surgery not covered by the plan.

The Adult Plus plans include a Dental Cleaning up to \$300 and this amount can only be applied to Dental Cleanings, Dental Extractions, Dental Suturing costs and associated routine anesthesia. The owner is responsible for any costs associated with non-routine anesthesia, additional procedures rendered under anesthesia, or any additional items or services elected by the owner (i.e. Elizabethan collar). If the dental procedure totals less than \$300, you will not be refunded the difference.

All comprehensive exams, wellness exams and rechecks are no charge for the duration of the plan; if your pet is seen immediately, double-booked, or seen outside of normal appointment hours, there will be a \$50 emergency/work-in fee.

Signature

Date

Printed Name

Would you like a copy? Accept

Decline

* A drug that has been dispensed and then returned is legally defined as adulterated, misbranded and unsafe for use under the Federal Food, Drug and Cosmetic Act.