

MEDWAY ANIMAL HOSPITAL

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Some of our clients have expressed interest in obtaining veterinary products via Internet pharmacies, mentioning convenience and cost savings as incentives. At Medway Animal Hospital, we recognize that convenience is a necessity in today's hectic society. We are also committed to offering our clients quality products at competitive prices. With the recent emergence of unregulated online pharmacies, we feel it is important for consumers to be educated regarding treatment choices for their pets.

Do you know about ...

PRODUCT GUARANTEES Direct, reputable manufacturers of veterinary products (i.e., Merial, maker of Heartguard® and Frontline®; Bayer, maker of Advantage® and Novartis, maker of Interceptor®) provide a **product guarantee only when their goods are purchased from a licensed veterinarian**. Conversely, when purchased via the Internet, the origin and contents cannot be authenticated. Internet pharmacies will not guarantee the effectiveness of the products they distribute. Therefore, if your pet contracts heartworms, for example, you would be responsible for all treatment costs. There have been several legal motions made against Internet pharmacies for selling foreign and/or "watered down" products in violation of federal and state laws.

DISCOUNTS Manufacturer incentive **discounts are often available only when you purchase heartworm and flea/tick preventative products from your veterinarian.**

DELIVERY CHARGES Most advertised cost savings of medications by Internet pharmacies fail to account for additional charges such as packaging and shipping fees. At Medway Animal Hospital, we maintain ample inventory on a variety of widely used products for your convenience. We can deliver your products without delay or added shipping fees.

QUALIFIED SUPPORT As your pet's primary healthcare provider, we emphasize the importance of periodic blood tests if they are on chronic medication. This ensures safe drug administration as well as appropriate medication dosage and/or frequency. *Our primary concern is your pet's safety and health.*

Questions? Please feel free to contact us at (508) 533-6783. Also, additional information is available from the manufacturers at the following consumer telephone numbers:

Bayer Animal Health	(800) 633-3796	Merial	(888) 637-4251
Novartis	(888) 327-9745	Zoetis (Pfizer)	(888) 963-8471

Thank you for your continued patronage. We hope to ensure that you and your pet remain happy and healthy!

Medway Animal Hospital Staff