

Campbellville Animal Hospital Return and Refund Policy

Prescription Products

We are unable to accept returns of prescription products. Refunds may be issued for incorrect or damaged prescription products. Please contact Campbellville Animal Hospital at (905) 854-5556 if there is an issue with your order for a prescription product. Any unused prescription medication should be disposed of properly and we will accept unused product for the purposes of disposal without a refund.

Non-Prescription Products

Select unopened non-prescription products, that are not temperature sensitive, may be eligible to be returned for a refund within thirty days of purchase. At our discretion a refund may be issued without return of the product. All returns must be pre-approved before a refund may be issued.

Pet Nutrition Products

If you are not completely satisfied with your purchase of a therapeutic or wellness diet due to quality, consistency, or palatability, please contact Campbellville Animal Hospital at (905) 854-5556 within thirty days of purchase to facilitate a refund.

Refunds

Refunds are generally processed within 24 hours. It may take up to 5 business days for funds to be credited to your credit card account, though the exact amount of time is determined by your card-issuing financial institution. If you have any questions about an issued refund, please contact Campbellville Animal Hospital at (905) 854-5556.