

Ordering Information

Phone (859) 745-6601

Please Note: Phones are not manned, leave a message on the answering machine and we will call you back promptly.

*****PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE*****

Because of constantly changing inventory and pricing, please, call in all orders. (Do not fax.) For those who wish to mail in an order, call first to check on prices and availability. Please, be sure you order everything you need since orders are processed immediately (even if being held for shipment the following week). If you call back to add to your order, it will be a separate order.

WHEN RECEIVING ORDER: Please go through it **IMMEDIATELY!** Check it thoroughly, going through ALL boxes and packing material. **IF THERE IS A SHORTAGE, HOLD ON TO ALL PACKING MATERIAL AND CALL US IMMEDIATELY.** Any damage must be reported to your local UPS Center immediately. **SHORTAGES AND/OR DAMAGES MUST BE REPORTED TO US WITHIN 7 DAYS OF RECEIPT OF ORDER!!**

Every package sent out is insured with UPS. **Open and inspect package as soon as it arrives.** If a package or content is damaged call us **immediately.** Keep the damaged items and **all** packaging material. (You may also have to call your local UPS Center and have them inspect the packaging and items.) This procedure must be followed, and if it is, replacement product is generally shipped within a week (or a refund is passed).

No returns allowed on vaccines. On all other items, within 30 days from date of receipt, provided item is in unopened or resellable condition, a full refund on such items, excluding all shipping and/or handling charges.

WE ARE NO LONGER OPEN TO WALK IN CUSTOMERS.

A time must be arranged in advance for all "pick-up" orders.

Shipping Information

Our shipping is based on dollar amount of the order as follows:

\$0-\$200.00 = \$14.95 Add \$2.25 per each additional \$100.00 thereafter.

Please, call for air shipping prices on vaccines (Next Day or 2 Day Air).

There is a \$7.00 surcharge on all boxes weighing 20 lbs. or more, or with dimensions of 50" or more (Length + Width + Height).

There is a \$12.00 surcharge on all boxes weighing 40 lbs. or more, or with dimensions of 66" or more (Length + Width + Height).

On all multi-box shipments, please call for pricing.

Terms of Sale

WE ACCEPT VISA, MASTERCARD, CASHIERS CHECKS, AND MONEY ORDERS ONLY. NO PERSONAL/BUSINESS CHECKS! (IF E-MAILING AN ORDER, PLEASE CALL IN YOUR CREDIT CARD INFO AS THIS IS NOT A SECURED E-MAIL.)

SORRY, WE CANNOT HONOR ANY TYPING ERRORS OR OMISSIONS.