



# Release and Acknowledgement

## Representations

I represent that all of the following statements are true and agree that **CrossBorder Pet Services** and its employees and contractors are relying on these representations:

1. I am the age of majority or older where I reside;
2. I can make veterinary medical decisions for my pet according to the law of the place I reside;
3. I am not violating any laws where I reside by placing this order;
4. My pet has had a physical examination by a qualified veterinarian within twelve months prior to the date of this agreement;
5. I will use any medication obtained for my pet from **CrossBorder Pet Services** strictly according to the instructions provided by the veterinarian who prescribed the medication;
6. I am not seeking or relying on any veterinary medical information from **CrossBorder Pet Services**;
7. I will immediately contact the veterinarian who provided the prescription for my pet included with this order in the event that my pet suffers any unexpected side effects;
8. I acknowledge and understand that once purchased and shipped no pharmaceutical(s) may be returned for credit or exchange.

## Release and Waiver

I hereby release and save **CrossBorder Pet Services** and its employees and contractors harmless from any and all suits, demands, liabilities, claims, actions, expenses, losses and damages of any kind whatsoever, including, without limitation, general, direct, special, indirect and consequential damages and costs of litigation arising from:

1. My use of the medication obtained by me for my pet from **CrossBorder Pet Services** including, without limitation, any and all side effects whether previously known or unknown;
2. **CrossBorder Pet Services'** employees and contractors' manner or timeliness of completing any actions I have authorized above, including, without limitation, in providing the appropriate strength, dosage, or providing generic drugs and non-child-protective packaging;
3. Late delivery, stopped delivery (by Customs or any regulatory agency) or missed delivery of the pharmaceutical(s) sent to me by **CrossBorder Pet Services** or any agency responsible for transportation.
4. My breach of any terms, conditions or representations or warranties in this agreement.

## Consultation

I hereby waive my right to a consultation with a pharmacist or veterinarian.

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# Terms of Trade

## Product Pricing and Charges

All prices are quoted in Canadian Dollars (CDN). Prices are subject to change without notice. A shipping charge of \$25.00 CDN. will be applied to all orders for an unlimited number of items up to 1 Kg. (2.2 Lbs.). Beyond that weight additional charges will apply. You will be notified at time of order confirmation if your order is subject to additional shipping charges.

## Payment Options

Payment is accepted by Visa or MasterCard credit card in Canadian dollars. The currency conversion to your currency will be made by your bank and the exact amount that you will be charged will depend on the exact rate that your bank uses to convert the amount charged into your currency, Charges to your credit card will appear under the name of our order processing agents, Jori Holdings. By special arrangement payment can be made by money order.

## Shipping

All orders are shipped via traceable, insured mail. By special arrangement, **CrossBorder Pet Services** will be happy to arrange shipment of your order by courier where local regulations allow. All charges for courier shipments are the responsibility of the customer. Orders destined to the USA can not be shipped by courier.

## Notification of Shipping and Order Tracking

Once we have received your order it will be reviewed by one of our pharmacists. If there are no problems with your order, then within 72 hours after receiving your order we will notify by email that your order has been shipped and that your credit card has been debited. This communication will also include a tracking number and tracking site for your order.

## Shipping Lead Times

Please allow 20 Days for delivery from date of notification. If you need your pet's medication more quickly please purchase them locally and plan your future purchases from **CrossBorder Pet Services** with greater lead time or contact us about shipping by courier.

## Delayed Orders

Despite our best efforts, delays in delivery of orders are sometimes unavoidable (i.e. backorder of requested medications, mail delays, customs delays, lost shipments, etc.). **CrossBorder Pet Services** can not be held responsible for such delays. You should always be prepared to purchase your pet's medications locally to cover such situations.

## Maximum Shipments

Owing to insurance limitations, the maximum dollar value of any shipment is restricted to no more than \$750.00 CDN. In order to satisfy most Customs regulations any individual product order is limited to a maximum three (3) month supply

## Cancellations and Returns

You can cancel your order, or any part of your order, at any time prior to it being shipped. To notify us that you wish to cancel your order please contact us by email or fax. Please note that we normally ship within 72 hours of receipt of the order. Shipped orders can not be cancelled. By law we cannot take back any medication. Therefore, all sales are final. In the unlikely event that an item is shipped to you in error or is found to be defective you will receive a full refund for the total dollar amount of the order, shipping and return postage. Refunds for shipping costs will not be provided for orders returned by customs.

## Lost and Damaged Orders

Please contact us if a shipment is delayed beyond 20 days or if your shipment is received in damaged condition. All orders are insured. Any order delivered in damaged condition or declared as lost will be refunded.

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