



## We're here to help make your online shopping experience quick and easy!

We've partnered with Vetsource™ to supply you with quality pet products, including prescription medications, over-the-counter health care items and nutrition products, and ship them right to your front door. Every item in Vetsource's pharmacy is sourced directly from the manufacturer, so you never have to worry about counterfeit or expired products. And their strict quality control standards account for an error rate of less than 1 in 20,000!

### Create your online account!

#### Follow these steps to create your account:

- Navigate to our online store.
- Click on Login/Register in the upper right-hand corner.
- Enter the requested contact information and click on Create New Account.
- You'll receive an email with a link to verify your email address. Click on the link to complete the registration process.

## Start shopping!

Once you've created your account, follow these steps each time you visit our online store:

- Check out the Featured Products on our homepage and the Promotions tab for specials.
- Use the menu bar to search for products by species and product type.
- You can also use the Search bar to find products by keyword.

## Make your purchases!

**IMPORTANT:** If the item you attempt to purchase requires a prescription, you'll see a note in red. You can complete the purchase, but we will need to authorize the prescription before the order can be processed. We will be notified of the purchase attempt so we can take care of everything for you. We'll contact you if we have any concerns.

- Use the dropdown menus to select the appropriate Strength/Size, Packaging and Quantity.
- Click on *Add to Cart* for a one-time purchase or *AutoShip* to schedule convenient regular deliveries.
  - Clicking *AutoShip* will open a dialogue box that will allow you to add the item to a new or existing AutoShip order.
- When you're ready to checkout, click on the Shopping Cart icon in the upper right-hand corner of the page. You will be prompted to complete your order. Easy!

Need additional help at any point during your online shopping experience? You can reach Vetsource's Pet Owner Care team Monday through Friday from 5 a.m. to 5 p.m. Pacific Time by calling (800) 738-4443. You can also email [HomeDelivery@vetsource.com](mailto:HomeDelivery@vetsource.com).