

# Ordering & Payment

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## Vetnique Account

A VetniqueLabs.com account enables you to enjoy an enhanced shopping and checkout experience. It helps us recognize you and retain your shopping preferences and enables you to manage and change your account settings.

When you check out, you may sign up for your own VetniqueLabs.com account. Establishing an account means you can enjoy these member benefits:

- Faster Checkout
- Receive exclusive offers and discounts
- View and track orders
- Re-order with ease

## Payment Methods

We accept all VISA, MasterCard, American Express and Discover credit cards. Paying online with a credit card is easy and safe. Our secure server encrypts all submitted information. Just enter your credit card information during checkout.

## Sales Tax Information

All orders shipped to Illinois will be subject to sales tax in accordance with state law. Orders shipped elsewhere will not be charged sales tax, unless the state later changes and requires sales tax to be charged. Please note that your state and/or municipal government may require you to declare mail order purchases and pay sales tax on them directly.

# Shipping & Returns

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## Shipping Charges

Shipping options are provided at the time of checkout. We offer a combination of USPS First Class Package, USPS Priority Mail, UPS Ground, FedEx Ground Home Delivery, and FedEx Standard Overnight. Charges are calculated upon weight. Actual charges are displayed in checkout.

## Shipping Carriers

The carrier we use for Standard Domestic is USPS, United Parcel Service (UPS), and FedEx.

## Delivery Information

VetniqueLabs.com ships most orders within one business day of receipt. Shipping options are provided at the time of checkout.

Next-Day shipping is available. Next-day rates will be calculated at time of checkout. All expedited orders ship on the next business day.

## Order/Shipping Issues

If you need assistance with your order or have an issue with shipping, please contact Customer Service by email at [support@vetnique.com](mailto:support@vetnique.com).

## Product Returns/Exchanges

This policy applies only to products that were purchased on VetniqueLabs.com. Products purchased from other retail outlets must be returned to the original place of purchase, in accordance with that retailer's return policy. Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Our return policy lasts 90 days. If 90 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

To complete your return, we require a receipt or proof of purchase.

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment.

To return your product, please mail it to: 1864 High Grove Lane, Naperville, Illinois 60540, US. You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable.

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