



## Return Policy

**Effective Date:** January 1, 2024 – December 31, 2024

At Vet Buyers Direct, we want you to be completely satisfied with your purchase. If for any reason you are not satisfied, we will gladly accept returns under the following conditions:

### 1. Return Period

- Products must be returned within **30 days** from the date of purchase.

### 2. Eligibility for Returns

- Items must be unopened, in their original packaging, and in resalable condition.

### 3. Return Process

- To initiate a return, please contact our customer service team at [admin@vetbuyersdirect.com](mailto:admin@vetbuyersdirect.com) or 844-628-3999 to obtain a **Return Authorization (RA) number**.
- Please include the RA number on your return package to ensure proper processing.

### 4. Shipping Costs

- Customers are responsible for return shipping costs unless the return is due to a defective or incorrect item. In such cases, we will provide a prepaid shipping label.

### 5. Refunds

- Refunds will be processed within **7-14 business days** after the returned item is received and inspected.
- Refunds will be issued to the original payment method used at the time of purchase.

### 6. Damaged or Defective Items

- If you receive a damaged or defective item, please contact us within **48 hours** of receipt, and we will provide instructions for return and replacement.

### 8. Contact Information

- For questions regarding our return policy, please contact:
  - Email: [admin@vetbuyersdirect.com](mailto:admin@vetbuyersdirect.com)
  - Phone: 844-628-3999
  - Address: 4027 Tampa Road, Suite 3200, Oldsmar, FL 34699

**Thank you for shopping with us!**