

Return and Refund Policy for West Texas Veterinarian Supply

Thank you for shopping at www.wtvsupply.com If you are not entirely satisfied with your purchase we are more than happy to help make things right.

Returns

You have 14 days calendar days to return an item from the date you received it.

The item must be unused and in the same condition that you received it in.

The item must be in the original packaging (if there was any).

The item needs to have the receipt or proof of purchase.

Vaccinations or any cold items that are shipped out cannot be returned under any circumstances. If a cold product arrives at your door warm please contact us and we will send out a call tag for the ruined product and resend you a shipment of new cold product.

Refunds

Once we receive your item, we will inspect it and notify you (usually via email) that we have received your returned product. We will immediately notify you on the status of the refund after an inspection of the product.

If your return is approved, we will initiate a refund to your credit card (or original method of payment).

Please note that if the original payment is PayPal, they do charge a small fee for any refunds which will be deducted from your original return amount.

With a return on a credit card, you will receive the credit within a certain amount of days. This is dependent upon your card issuer's policies.

Shipping

The buyer is responsible for paying their own shipping costs for returning your item. Shipping costs are non-refundable.

If you receive a refund, the cost of the return shipping will be deducted from your refund.

Damages & Shortages

West Texas Veterinarian Supply (WTVS) is not responsible for any damages products may have sustained during transit. If you experience any damages please contact the delivering carrier immediately. Save all packing material for inspection. All damages and shortages must be reported within 72 hours.

WTVS disclaims responsibility for errors in pricing, for the use or misuse of any products described in this website, and for any losses incurred through the use of products according to methods described in this website. Remember to always refer to and follow the products label directions. WTVS specifically does not authorize anyone to recommend any product sold through the company in any other way than according to the manufacturer's current label directions.

Contact Us

If you have any questions or issues please feel free to contact us via email or phone.
orders@wtvsupply.com (325) 677-8677