

Integrative Animal Care
3051 State Route 82
Ancramdale, NY 12503
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www.integrativeanimalcare.com

To All Integrative Animal Care Clients:

Orders for supplements and medications for your pets can be made via phone, voicemail message, fax or email to office@integrativeanimalcare.com.

Please be sure to let us know the following information:

1. Your first and last name.
2. Name of animal that each item is for.
3. Supplement or medication name.
4. Strength and form of medication if applicable (e.g. 10 mg tablets, 20 mg/ml liquid, etc.).
5. Quantity or size of package (e.g. 16 ounce bottle, 100 capsule bottle, 120 tablets, etc.).
6. If you'd like the items mailed or when you would like to pick them up.
7. For shipments, we need a credit card (Visa, MC or Discover). Please let us know if you'd like us to keep it on file for future orders. If you have several shipping addresses, please specify where to send the order to.
8. If picking up your order, let us know if you want us to charge your credit card on file or if you will pay when picking up. If you'd like to pick up your order after office hours, let us know and we can charge the order to your credit card and leave the order in the pick-up box outside the clinic entrance.

If any information is missing, we will do our best to anticipate what it is you need, but may not be able to call and work out the details. So, for instance if you don't specify the quantity of a medication that you require, we will send the same quantity that you received at your last visit or in your last shipment. **Please take a moment to check your medications and find the name and don't order "the little white pill".** If you are not sure, we will verify that your pet takes the exact item, in the strength you order, but it is very time consuming for us to research all the medications and supplements he/she may take based on a description only. For prescription drugs, your pet will have to be examined at least once a year.

Due to the increase in pick-up and mail orders, please allow us a ten day window in which to get your supplements and/or medications ready. Please try to anticipate when you are going to run out and order beforehand so that your pet does not go too long without an important drug or supplement. In most cases we will fill orders within a day or two of receiving them so they get to you as promptly as possible, but occasionally we experience a high volume of mail orders.

Your patience and understanding is greatly appreciated. We will continue to serve your needs in the most efficient way possible and we thank you for your patronage.

Sincerely,
Dr. Tina Aiken