



## TERMS AND CONDITIONS OF SALE

Only items listed on the SVH Animal Health Care website are available for sale through our Online Pharmacy. Delivery is offered Australia-wide. International orders are not currently accepted.

All prices quoted include 10% GST.

Payment for goods ordered can only be made online using MasterCard, VISA or Bankcard. SVH Animal Health Care reserves the right to refuse to accept any transaction that is invalid or unacceptable (including international orders).

Orders will be posted via Australia Post once your payment has been processed. Only goods posted using the express post option can be tracked by Australia Post to your address. SVH Animal Health Care shall under no circumstances be held liable whether for direct, indirect or consequential loss or damage arising by reason of any delay in delivery of the goods or any failure to deliver the goods ordered by the customer for whatever reason.

Orders can be cancelled up to dispatch by contacting SVH Animal Health Care on [orders@svhanimalhealthcare](mailto:orders@svhanimalhealthcare) or by phoning (02) 6545 1333

### **Credits and Return of Goods:**

SVH Animal Health Care will use all reasonable efforts to deliver goods for accepted orders, to the address specified on the delivery slip, on or before any estimated date, but SVH Animal Health Care does not represent or warrant that it will do so.

On delivery of the goods, the customer shall check the quantity, quality and description of the goods delivered against the description on the delivery docket and shall contact the Pharmacy Supervisor on [orders@svhanimalhealthcare](mailto:orders@svhanimalhealthcare) via email or (02) 6545 1333 to advise any alleged deficiency or irregularity in quantity, quality or description within 48 hours from the time of delivery. Should such notice not be given within that time, the goods actually delivered shall be deemed to be in accordance with the delivery docket and the customer shall not thereafter make any such claim or take any action in relation to any alleged deficiency or irregularity.

All goods are sold on the basis of 'no return for credit' unless:

1. the goods are received in a damaged state
2. the goods are supplied in the incorrect quantity
3. incorrect goods are received by the customer
4. the goods are faulty
5. Other specific circumstances for the return of goods for credit may be approved by SVH Animal Health Care in its absolute discretion.
6. All goods that carry a warranty or guarantee of the manufacturer shall be credited or exchanged only when so agreed by the manufacturer.

Any return of goods by the customer must be made to SVH Animal Health Care using the procedures determined by SVH Animal Health Care and with approval of pharmacy management. The customer will be advised of such procedures by contacting [orders@svhanimalhealthcare](mailto:orders@svhanimalhealthcare) via email or by phone (02) 6545 1333. A return reference number will be provided and goods will not be accepted without this reference number. **Goods for replacement or credit must be returned within seven (7) days of receipt of the goods.** Opened containers will not be accepted for replacement or credit. The goods must be returned with original packaging and a copy of the relevant invoice/delivery docket, failing which any such claim is deemed to be waived.

**If you have any questions please contact SVH Animal Health Care via email on [orders@svhanimalhealthcare](mailto:orders@svhanimalhealthcare) or telephone (02) 6545 1333.**