

Online Pharmacy Policy

Here at the Ark, we have a strict policy regarding our participation with online pharmacies that sell pet medications, specifically but not limited to medications that are by prescription.

We get our medications straight from the manufacturers. Because of that, we can guarantee our products, and the manufacturing companies will often provide financial reimbursement for any failure on the part of the medications, including partial or full payment for treatments of any parasite or disease contracted as a result of medication failure.

Online pharmacies by and large do NOT get their medications from the manufacturer. They often deal in generic brands, shipped overseas, or taken from third parties. This means that much of their medications are unregulated, sitting in warehouses for months at a time in improper conditions. On top of this, because they do not deal with the manufacturing companies, the manufacturers cannot guarantee their products, and cannot reimburse you for negative effects caused by improper handling of the medications.

In addition, online pharmacies have been observed mishandling Veterinarian's signatures, using them for unauthorized purchases. Due to these violations, and improper procedures, the Ark Animal Hospital does NOT deal with, either indirectly or directly, with online pharmacies. This means that none of our Veterinarians will authorize or sign prescription requests for any type of medication sent via online pharmacy.

We have you and your pet's best interests at heart, and refuse to give sub-par care to either.