

Pet Health for Life – Delivery Terms of Service

This document sets out the terms of service in relation to home delivery of parasiticides supplied under the Pet Health for Life Plan from Maggie and Marlow (<https://www.maggiemandmarlow.co.uk/>). Where relevant, these terms are supplemental to and form part of the **Terms** as defined in the Pet Health for Life Terms of Service.

2a. Delivery

- 2.11 Home delivery of parasiticides is an optional service available as part of your Pet Health for Life plan at no extra cost. If you would like to take advantage of this service, please speak with your practice. If you currently receive this medication by delivery and would like to change to collection at the practice, please also speak with your practice.
- 2.12 We reserve the right to refuse home delivery:-
 - 2.12.1 for pets under 9 months old;
 - 2.12.2 until we have an up-to-date record of your pet's weight;
 - 2.12.3 where we need (in our opinion) to examine your pet before supplying you with medication e.g. some flea and worm medication requires that we check your pet's health before supply;
 - 2.12.4 where we do not have an up to date or valid prescription; or
 - 2.12.5 where you have any outstanding debt with us (whether related to your Pet Health for Life plan or otherwise).
- 2.13 We will let you know by email when your order is on the way, however packages are not tracked. If your medication is not delivered or is damaged in transit, please contact the practice.
- 2.14 The medication product delivered will be at the discretion of the prescribing vet based on their assessment of the right medication for your pet.
- 2.15 Delivery will be made to the address that we have on file for you. It is your responsibility to ensure that the practice has your up-to-date address; we may refuse to supply you with replacement medication if non-delivery has occurred because of your failure to do so.