

T.L.C. Animal Hospital

14870 Space Center Blvd., Ste. L Houston, TX 77062

Release of Liability Regarding Internet and Mail-Order Pharmacies

The medications available from discount online and mail-order pet pharmacies are known as gray market products.

Most manufacturers of these products have strict sales policies that allow their products to be sold ONLY to a licensed veterinarian. They want pet owners to know how the product works, be informed regarding any health/safety concerns, and have a doctor/patient relationship with your pet. Most of these products are prescription medications and thus the manufacturers believe that a veterinarian and their staff are the best people to provide this information. Companies selling gray market products re-import products from overseas and do not move through normal distribution channels. Some of these products are labeled for sale in countries other than the United States and could be stolen, damaged, or out-of-date, aside from being stored at improper temperatures.

Distributing such products is unethical and violates manufacturer policies. Manufacturers enforce their sales policies by cutting off service to veterinarians and distributors who violate their rules. As a result, discount pet pharmacies that rely on gray market products often have trouble keeping products in stock and consistently meeting customer demand.

Customers who unknowingly purchase gray market products lose any product warranties.

I understand that the Doctors at T.L.C. Animal Hospital DO NOT endorse or condone the sale of prescription medication for my pet by non-licensed personnel. In requesting a prescription for a gray market product from the doctors of T.L.C. Animal Hospital, I accept and acknowledge full responsibility for any related adverse consequences.

Client Signature: _____ Date: _____

Print Name: _____ Pet Name: _____