

Dear Client:

This letter is to inform you of a recent change in policy regarding online and catalog pet pharmacies.

Internet and Catalog Pharmacies often receive products illegally via what manufacturers call "diverters". Diverters are people who purchase large quantities of product from the manufacturer and then resell it to the pharmacies. This diversion is illegal. Many manufacturers are tracking their products for diversion in order to prevent their products being sold outside of a veterinarian's office. Manufacturers will not honor product guarantees when the product is obtained outside of a veterinarian's office because they do not know how the product was shipped or stored. If your products are purchased from a veterinarian, the manufacturer will pay for the treatment of any illness their label guarantees to prevent or treat.

In some cases, medications sold are obtained from sources outside of the United States. Products obtained from outside of the US are not regulated during manufacturing by the U.S. Food and Drug Administration (FDA). These products can be mislabeled, incorrectly formulated, contain contaminants, or contain the incorrect amount of drug.

There are also a number of counterfeit drugs that can be found online. These drugs may be labeled like the products you are used to using on your pet; however, the actual product itself can be very different, resulting in severe harm to your pet.

As your veterinarians, we feel that all actions we take should result in improving your pet's health and life. Due to the number of potential dangers involved in online and catalog pharmacies, we will no longer be faxing written prescriptions or validating prescriptions via phone or fax to online or catalog pharmacies. If you desire to utilize one of these sources for your pet's medications, we will give you a written prescription for a fee of \$5.00 that you can then mail to the pharmacy of your choice so long as the prescription is approved by your veterinarian. We will continue to fax or call in prescriptions to local pharmacies.

If you have any questions regarding this change in policy, please feel free to call us at (304)842-4836.

Thank you,

Audubon Animal Clinic