

# Angell Pharmacy Delivery Terms & Conditions

## Geographic Areas Served

The Angell Pharmacy can **only deliver to addresses within the state of Massachusetts.**

## Delivery Address

**The delivery address entered on our online payment form is the address your order will ship to.** All orders paid outside of the online form will be delivered to the default address on file in your pet's medical record. *Please take a moment to update your pet's record now and anytime your address changes, to ensure that the correct address is on file and set as the preferred address in our medical records system.*

## Providing Payment

**Our preferred method of accepting payment is via our secure online payment portal.** If needed, you may call to provide payment over the phone, but please note that there may be a hold time associated with phone payments, while we secure a qualified employee to process your payment for you. *If you do not receive an email confirmation after payment, **please call us.** This means your payment may not have been successful and your order may not be processed.*

## Refrigerated Orders

**We are not able to deliver items requiring refrigeration.** Refrigerated items may be **picked up in person.**

## Delivery Services

**Courier Service** – For Eligible Zip Codes ONLY, delivered next business day after payment

**UPS Ground** – For All Other Orders, delivered in 2-5 business days after payment

Payment cutoff for both delivery services is 8 pm to leave facility the *next* business day.

## Bulk Medication Orders

We do not deliver items that are oversized or heavy. This is determined at the discretion of management.

## Lost or Damaged Packages

**As with any package being delivered, loss or damage is a possibility.** Please understand that this risk is assumed when choosing to utilize delivery services. Because delivery services are provided by third parties, Angell does not assume full liability for packages that are lost (never delivered) or which arrive to you damaged.

In the rare case that a delivery is lost or damaged, Angell will provide a credit for the first \$100 in value. **Any amount over \$100 is the client's responsibility and costs associated with any replacement orders will also be the client's full responsibility.** Clients may submit a claim to UPS in an attempt to receive a refund of the full value of the lost or damaged shipment.

*-Claims for lost or damaged deliveries with UPS is the client's responsibility.*

*-Claims for lost or damaged deliveries with our courier will be handled on a case by case basis with the courier company.*