

Angell Pharmacy Shipping Terms & Conditions

Geographic Areas Served

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

Shipping Address

The shipping address entered on our online payment form is the address your order will ship to. All orders paid outside of the online form will ship 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 your correct mailing 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 us 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 ship items requiring refrigeration. Refrigerated items may be **picked up in person.**

Non-Urgent Ground Orders

Shipped via **UPS Ground**

\$17.75

Payment cutoff 8 pm to ship out the *next* business day

Arrives in 3-5 business days

Bulk Medication Orders

We do not ship items that are oversized or heavy. Only items that can fit into a standard sized UPS bubble envelope can be shipped from our facility.

Lost or Damaged Packages

As with any package being mailed, loss or damage is a possibility. Please understand that this risk is assumed when choosing to utilize shipping services. Because this service is provided by a third party (UPS), 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 package 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.*

Angell will not replace lost or damaged packages and Angell does not submit claims to UPS on behalf of clients. **Claims for lost or damaged shipments is the client's responsibility.**