



### **The Pet Farmacy – Our Online Apothecary**

We require all supplements be filled at our Online Apothecary: [www.thepetfarmacy.com](http://www.thepetfarmacy.com)

Below is some information that will be helpful to you as you shop!

#### ***First time shopper?***

**All refills** are to be placed through the online store. Phone call refills will not be processed. This allows us to be able to streamline and keep track of all refills. As a client, you must be registered as a member and logged in to be able to access all products, sizes, and formulations.

#### ***How do I register?***

In most cases, you have already been pre-registered by our staff. Please check your email for your login information or reach out to us to confirm.

*If you wish to register yourself, go to:*


<https://thepetfarmacy.com/my-account/>

You will be approved as a client of Dr. Pope/Dr. Marino and will receive email notification once that happens.

#### ***Already registered and forgot your password?***

Go to the [www.petfarmacy.com/login](http://www.petfarmacy.com/login) and click **Lost Your Password**. Our staff is also able to reset the password manually on our backend if you need assistance.

#### ***Having trouble finding a product?***

Use the Search Bar  and type in what you are looking for! Please see the section about custom orders below as well. If you still are unable to locate a product, please email [info@drkendrapope.com](mailto:info@drkendrapope.com) for assistance. The search bar is very sensitive to spelling so keep that in mind as well!

#### ***Having trouble finding the same product size or quantity on your prescription label?***

If the product size/quantity does not match what is on your prescription label, just pick the size you would like from the options that are available. We will contact you if we need to make changes to your order.

#### ***What is a Custom Order?***

Custom Orders are usually special orders that are drop shipped, replacement products for supplements out of stock, personalized tinctures, herbal formulas, teas, etc. Custom Orders are charged a \$1.00 place holder as each custom order has a unique set of ingredients. Once your order is received, we will update the charges accordingly before processing payment. If we need to reach out to you for further information, we will do so via email or phone.

#### ***FAQS:***

##### ***Q. How long will my supplement take to be shipped?***

A. Please allow 48-72 hours for refills to be processed online and packaged. Please allow an additional 1-3 business days for shipping. All packages are shipped via Priority Mail via USPS. There is no extra charge for shipping cost to clients **except if you choose expedited shipping or shipping insurance**.

*We kindly ask that you allow yourself one week lead time on refills to ensure you will receive your product in time and not run out.*

##### ***Q. Where can I find tracking information for my shipment?***

A. An email will be sent with your tracking information. If you did not receive an email, you can contact our office at [info@drkendrapope.com](mailto:info@drkendrapope.com) and a new email will be sent.

##### ***Q. Why do I have the choice to elect shipping insurance?***

A. Simply put, to ensure arrival of your supplements. USPS has had increased demands of packages and more have been lost than usual. Adding shipping insurance ensures that if your products are lost or damaged they can be replaced at no cost to you.

***Q. What happens if my package does not arrive or is damaged?***

A. Please contact the office at 732-268-8553 or at [orders@thepetfarmacy.com](mailto:orders@thepetfarmacy.com) so we can troubleshoot your shipment. If your package is lost or damaged, and you paid for shipping insurance, we will replace your order at no cost. *\*Please note, if you choose not to elect shipping insurance, then you are responsible for replacement costs of any lost or damaged packages\**

***Q. Can I pick up my order at the practice?***

A. Yes, please select the date you would like to pick up your order at the practice in the notes section upon checkout. If you need something sooner than the calendar offers, please call the office to see if we can accommodate your request.

**Happy Shopping!**