

KHVet Return Policy:

Returnable items:

Unused stock products in sealed (unopened), original packaging, may be returned for a full credit within 30 days of purchase. Items returned after 30 days will be subject to restocking fees as follows:

- 31-60 days subject to 10% restocking fee
- 61-90 days subject to 25% restocking fee

Items that are *not* in their unopened, original packaging must be pre-approved for return, and if deemed acceptable, are subject to a 35% re-stocking fee.

Merchandise credits are valid for 6 months and become void if not used during that time.

Non- Returnable items:

- Special order (non-stock) items
- Sterile items that are within 30 days of expiry date
- Items older than 90 days from the original purchase date

All Returns must be approved by a member of the sales team and will be assigned a Return Authorization (RA) number which must accompany the returned item(s).

Return Shipping is the responsibility of the customer.

Returns will be inspected upon receipt prior to credit being issued.