



CVS FARM NI

REFUND POLICY

1. Overview

At CVS Farm NI, we are committed to supplying high-quality veterinary medicines and products for small animals and livestock. We understand that occasionally issues may arise, and this policy outlines your rights and our procedures regarding refunds, returns, and replacements. This policy complies with UK consumer protection laws and veterinary medicines regulations.

2. Eligibility for Returns and Refunds

2.1 Faulty or Damaged Goods

You are entitled to a refund, replacement, or exchange if:

The product arrives damaged or defective

The product received is incorrect

Please notify us within 48 hours of delivery and provide photographic evidence where possible.

2.2 Prescription-Only Medicines (POM-V) and Veterinary Medicines

Due to strict regulatory requirements:

Prescription medicines and veterinary medicinal products cannot be returned once dispatched, unless:

They were supplied incorrectly

This restriction ensures product integrity and animal safety

3. Refund Process

3.1 Requesting a Refund

To request a refund or return, please contact us with:

Your order number

Description of the issue

Supporting photos (if applicable)

Contact:

Email: orders@cvsfarmvetsni.co.uk

Contact Us: orders@cvsfarmvetsni.co.uk

3.2 Return Instructions

If your return is approved:

We will provide instructions for returning the product

Items must be securely packaged. Proof of postage is recommended

3.3 Refund Timescales

Refunds will be processed within 5–10 working days after receipt and inspection of returned goods

Refunds will be issued to the original payment method

Shipping costs are non-refundable unless the item is incorrect

4. Non-Refundable Items

We are unable to offer refunds on:

Opened or used products

Prescription-only veterinary medicines

Chilled/ fridge goods

Items returned outside the stated return period



5. Delivery Issues

If your order is delayed, lost, or not received:

Please contact us within 5 days of expected delivery. We will investigate and arrange a replacement or refund where appropriate

6. Contact Us

For any refund or return queries, please contact our customer service team:

CVS Farm NI

Email: orders@cvsfarmvetsni.co.uk

7. Policy Updates

CVS Farm NI reserves the right to update this policy

at any time. Any changes will be posted on our

website and will apply to future orders.

8. Prescription Misuse and Fraud Prevention

We reserve the right to refuse a refund where, acting reasonably,

we believe that a prescription has been obtained, used, altered,

submitted, or otherwise handled fraudulently, dishonestly,

or in breach of applicable laws, regulations, or prescribing

guidelines. Any suspected fraudulent activity, prescription

misuse, abuse, forgery, or illegal conduct may be reported

to the relevant authorities, regulatory bodies, prescribing

professionals, or law enforcement agencies as appropriate.

No refund will be provided in such circumstances

