



Terms and Conditions

Exclusive Purchasing Program for Veterinary Care Teams

Veterinary Practice Owner

Participation in this program for your staff members is on a voluntary basis.

In the case of a participation in the program, you must:

- give recommendations and instructions to staff members on the care of their animals and the appropriate diet in relation to their purchases.
- approve and sign applications for account openings by the staff of your veterinary practice.
- accept that approved orders from your staff members are delivered to your veterinary practice. Please note that CDMV will make every effort to combine the order deliveries of your veterinary practice to those of your staff members.
- keep an up-to-date list of your staff members and notify CDMV by email to account.info@cdmv.com in the event that a staff member is no longer employed by your veterinary practice.

If you have any questions about the exclusive purchasing program, please contact your food manufacturer's representative directly.



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Veterinary Practice Staff

Validity of the program

In order for you to be eligible for the purchasing program, the veterinary owner of your affiliated veterinary practice must first agree that staff members participate in the program.

No other promotion or discount program can be combined with this program.

Type of order

Online orders exclusively at www.cdmv.com.

Type of payment

Online orders are processed exclusively via credit card payments. Only Visa® and Mastercard® are accepted. At the time of order placement, a preauthorization is taken on the credit card chosen for order payment. Payment is then applied to the credit card at the time of order shipment and invoicing.

Minimum order quantity

No minimum purchase required.

Status of products that can be ordered

Only products currently in stock can be ordered. Backorders may be ordered at a later date when available.

Cut-off times for orders

Cut-off times are the same as those of your affiliated veterinary practice.

Delivery fees and delays

Free delivery to your affiliated veterinary practice only. No home delivery.

Delivery charges may apply if your order cannot be combined to that of your affiliated veterinary practice. It is recommended to place your order on the same day as your affiliated veterinary practice so that CDMV can combine deliveries.

Delivery delays for orders are 24 to 72 hours.

Order tracking

The status of your order can be viewed online in the eServices section. Please check with the person in charge for order receipts at your affiliated veterinary practice if your order has been delivered so you can pick it up.

Return Policy

The [return policy](#) for products is the same as that of your affiliated veterinary practice.

Termination

If you are no longer employed by your affiliated veterinary practice, you must notify CDMV by email to account.info@cdmv.com.

Warranty

CDMV will respect in full the manufacturer's warranty but will not offer any additional warranty.

Ownership and rights

Ownership and rights on the goods delivered remain the property of CDMV until final and complete payment of the invoiced purchases. Upon receipt of goods, you assume all risks for loss of or damage to the goods up to and including payment.

Delivery tracking and claims

Although CDMV's liability ceases when the packages are accepted by the carrier, CDMV's customer service department will submit claims against the carrier on your behalf. However, your cooperation in such cases is essential as soon as you receive your order.

Before signing the bill of lading, the person in charge of order receipts at your affiliated veterinary practice must verify the number of packages you receive and clearly indicate on the bill of lading any missing or broken products. Failure to do so may result in the carrier's refusal to assume liability.

Missing or broken products or order mistakes must be reported to CDMV's customer service department within 48 hours of receiving your order.

Liability

CDMV is not liable for publication errors or for any mistakes resulting from the information on CDMV's website (www.cdmv.com).

Manufacturer's terms and conditions

You must abide by the food purchasing limit, if applicable, and your purchases must exclusively be used to feed your own animals.

If you have any questions about the exclusive purchasing program, please contact your food manufacturer's representative directly.