



## Total Pet Care of Ohio, Inc.

Hospital Services provided by: Veterinary Services of Ohio, Inc.

3240 Briarfield Blvd, Maumee OH 43537

419-861-4474 Fax: 419-861-0489

RE: Prescription Medications

Dear Clients:

Thank you for trusting us to care for your pet. As we celebrate our 10<sup>th</sup> year, we wanted to let you know we appreciate your patronage. We are proud to offer a variety of services for your pet such as Complete Veterinary Care, Boarding, Day Care, and Professional Grooming.

We want you to know we listen to you! Therefore, we are revising our approach to medication purchases to streamline the process for our clients.

The world has changed with the advent of on-line pet pharmacies. Many of you have found the process to be confusing and frustrating. Most veterinary clinics feel frustrated as well. In some cases the veterinarian community believes online pharmacy services are poor and possibly, have improper business practices.

We understand that our clients want to take advantage of "best pricing". Many clients indicate they would rather purchase locally and not have the delay often associated with prescription approval. But, we understand price is an important consideration in determining where to purchase your medications. Therefore, effective today, we will price match any online pharmacies total price to deliver a prescription to your door, provided the price is above our cost for the product. You may either choose to pick up at our office or have home delivery. It is more important to us that you are served well. We need your trust, so that you will continue to patronize our various services.

Please do not hesitate to call if you have any questions or concerns. Just mention your on-line company and we will be happy to go on-line to obtain your price match. We look forward to providing prescription medication to you soon.

Sincerely,

R. Daniel Shook,  
President/General Manager