

Prime Preferred Pet Care

Terms and Conditions

1 . Automatic Renewal —Memberships are automatically renewed annually at the fee effective at the time of renewal. Consent to Automatic Recurring Charge: By purchasing your Prime Preferred Pet Care subscription or renewal, you request and agree that we may annually automatically renew your Prime Preferred Pet Care subscription by charging the credit card you most recently used on your account. The renewal charge will be made on or about one year from the subscriber's applicable (a) date of the original purchase of Prime Preferred Pet Care subscription or (b) current subscription expiration date, unless you notify us through one of the simple Opt Out procedures described below or the credit card processing company informs us that the credit card should not be used, is expired or should not to be honored. You further authorize us, at our option, if we learn that your credit card is no longer valid or the attempted charge otherwise does not work, to redeem points from your Prime Preferred Pet Care account. This redemption of points will occur only if a credit card is not available to be used and if you have a sufficient balance of Prime Preferred Pet Care points in your subscription account. If the charge for the Prime Preferred Pet Care annual subscription cannot be processed, unless other renewal steps are taken, your subscription will expire and you will irrevocably lose your remaining point balance as noted below. Therefore, please ask us about renewing your subscription if the credit card last used on your account is no longer valid (or has a changed expiration date).

Opt Out—Contact us if you wish to opt out of or cancel any of these consents by calling 619-282-7677, Mon – Fri 7:30am – 6pm Pacific Time, or by emailing frph@frphsandiego.com.

2. Consent to Use of Electronic Signature and Records—by purchasing your Prime Preferred Pet Care subscription or renewal, you are affirmatively consenting to the use of the electronic signature process. You understand that you have the right to have the Authorization provided to you in a non-electronic form, provided however that we may assess a copying fee for sending a paper copy of the Authorization to you. Your consent to use the electronic signature process applies only to this specific form of transaction and not to any other future transactions. If you wish to withdraw your consent

to use the electronic signature process at any time or you wish to obtain a paper copy of this Authorization, please contact us by calling 619-282-7677, Mon – Fri 7:30am – 6pm Pacific time, or e-mail frph@frphsandiego.com

3. Subscriptions are for individual patients only.

4. Points are not earned on the points redeemed by Prime Preferred Pet Care subscribers.

5. Subscribers earn points when Friars Road Pet Hospital goods or services are purchased.

10. Point balances expire 90 days after subscription expiration.

11. Friars Road Pet Hospital reserves the right to change subscription policies and benefits and cancel subscriptions at any time. The current policies are posted on our website. You agree, and your continued use of your Prime Pet Care subscription further constitutes your agreement, that the then-current website posting supersedes all prior versions and applies to your subscription.

12. Negative point balances reflect returned merchandise. Points will be lost when merchandise is returned. If merchandise is returned and points for the account are not available for reduction due to redemptions of points, the value of the points redeemed may be offset from and deducted from any refund for the returned merchandise. This will be done solely at the discretion of Friars Road Pet Hospital. The remaining balance on the purchase price of the merchandise returned will be refunded per the return policy of Friars Road Pet Hospital.

13. Points are calculated on the purchase price of the products and services you purchase directly from Friars Road Pet Hospital. Subscribers do not earn points on the annual subscription or sales tax. Points are not earned and are not redeemable at Vet Source, at others' websites, at stores or at contact centers.

14. Purchase of Prime Preferred Pet Care subscription supersedes any other offer or discount.

15. Purchase and renewal of Prime Preferred Pet Care subscription constitutes agreement with the terms and conditions.

16. Prime Preferred Pet Care subscriptions are per pet/patient.

17. Purchase of Prime Preferred Pet Care subscription is non-refundable.