

Our Return/Refund Policy

Adobe Animal Hospital and Adobe Animal Hospital South Bay

Services- We want you to be happy and satisfied with the services we provide for you and your pet. In the rare instance you are unhappy with the services provided, please contact our Client Experience Manager who will address, investigate and/or offer reasonable solutions to make everything right for you. Any and all concerns are handled on a case by case basis and may not necessarily result in a refund for services paid.

Pharmacy – We will happily issue an exchange/refund or store credit for any sealed (ex: blister packs) medication within the expiration date. We regret we cannot accept used, or partially used, or opened medications (ie: pills, liquids) for return. Please contact the Pharmacy Manager or your Veterinarian if your pet has a reaction to any medications or to discuss alternatives.

Adobe Animal Hospital Market Place

Products - We will happily exchange/refund or issue a store credit to your account for any products purchased that your pet doesn't prefer. Please see anyone on our Client Services team at Los Gatos or Los Altos and we will cheerfully handle your return!