

**STAFF
MEMBERS**



VIP MARKET

*Transform the life of a
Very Important Pet – your own*



**CHOOSE
ANY FOOD**



**ADD TO
CART**



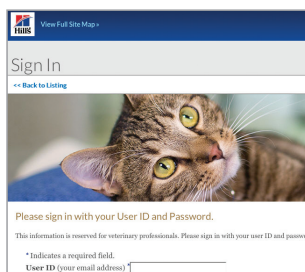
**ON ITS
WAY!**

YOUR QUICK GUIDE

to HillsVet.com/VIP-Market



1 Log In to
HillsVet.com



2 Click the
VIP Market
Banner



3 Next, Click
GET STARTED



4 Complete the
VIP Market
Registration

- Each participant must have their own login to HillsVet.com
- Log in or click **Begin Registration**
- Forgot password? Click **Sign In Help**

Fill out all sections completely

- 1** Click **Select** to locate your clinic or college by ZIP
- 2** Click **Continue Registration**

5 Read and Accept

- 1 Read and accept Terms of Service
- 2 Click **Register**

6 Request Screen

- Your request is sent to your clinic administrator

7 Log Back In



- Log back in once approved to start shopping

TECHNICAL ISSUES/QUESTIONS?

Call: 866-655-8175

M-F 5am – 5pm Pacific Standard Time

RETURN POLICY

DAMAGED PRODUCT

- Report within 10 days of delivery to home, college or clinic
- Refund of full purchase price of product and home delivery charges (if applicable), or have replacement product delivered free of charge
 - Replacement product will be delivered via method selected in original order and will not be counted against the Participant's maximum monthly order volume
- Contact VetSource at 866-655-8175

PRODUCT QUALITY CONCERNS

- Refund of full purchase price of product and home delivery charges (if applicable), or have replacement product delivered free of charge
 - Replacement product will be delivered via method selected in original order and will not be counted against the Participant's maximum monthly order volume
- Contact VetSource at 866-655-8175

RETURNS PURSUANT TO HILL'S 100% SATISFACTION GUARANTEE

- Refund of full purchase price of product, excluding home delivery charges (if applicable) or have replacement product shipped in which case the Participant will be charged delivery fees if home delivery option is selected
 - Replacement product will be delivered via method selected in original order and will not be counted against the Participant's maximum monthly order volume
- Contact VetSource at 866-655-8175

