



March 23, 2020

To the Specialty Veterinary Pharmacy customer community:

We hope you and your loved ones are safe and well. The entire SVP MEDS family is, thankfully, OK. We're open and operating under the usual hours (M-F 8 am – 5 pm CST; Saturdays 8 am – 12 noon).

Here in Stafford (located in the Houston metropolitan area), we're doing our job: ensuring animals get their medications. And we're busier than ever. We intend to stay open as long as we can while keeping our employees safe. We're taking every precaution.

On that note, for everyone's safety, we've closed our lobby and aren't allowing order pickup. However, for customers in the Houston metropolitan area, we're shipping orders with next-day delivery and delivering emergency orders via courier. As always, we're fulfilling orders across the US.

But like many other businesses, we're operating without 100% of our full staff onsite, so expect up to two extra working days for order fulfillment.

The SVP MEDS family is here to help, and that's as true as ever during this challenging time. Please call us at 877.673.3705 or email us at info@svpmeds.com whenever you need us. In the event of changes, we'll post details online and alert you via email.

Best,

David Martinez

David Martinez
Senior Vice President

