

CLINIC  
ADMINISTRATORS



# VIP MARKET

FEEDING PROGRAM

*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

The screenshot shows the 'Sign In' page on HillsVet.com. It features a 'View Full Site Map' link, a 'Sign In' header, and a 'Back to Listing' link. Below is a large image of a cat's face. The text reads: 'Please sign in with your User ID and Password. This information is reserved for veterinary professionals. Please sign in with your user ID and password.' There are input fields for 'User ID (your email address)' and 'Password'.

**2** Click the VIP  
Market Banner  
on HillsVet.com



**3** Next, Click  
SIGN IN



**4** Complete the  
VIP Market  
Registration

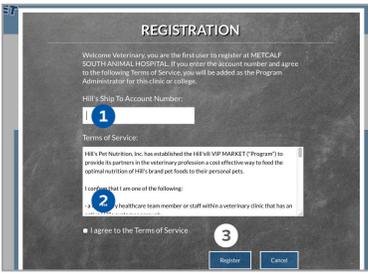
The screenshot shows the registration form. It features the Hills logo, the text 'VIP MARKET REGISTRATION', and a 'View Full Site Map' link. Below are input fields for 'State', 'Home Address', 'City', 'First Name', 'Last Name', 'Gender', 'Phone Number', 'Zip', and 'E-mail'. There are two red buttons: '1 Select' and '2 Continue 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

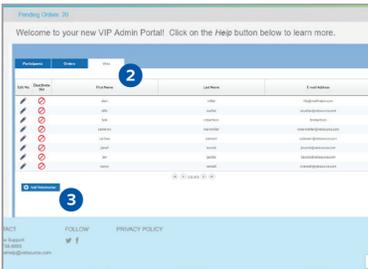
- 1** Click **Select** to find your location by ZIP
- 2** Click **Continue Registration**

## 5 Your Account



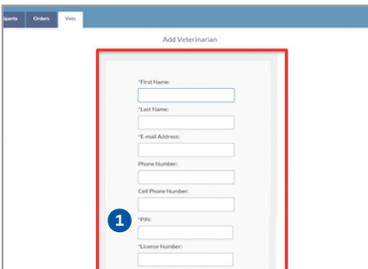
- 1 Enter your Hill's ship-to account #
- 2 Read and accept Terms of Service
- 3 Click **Register**

## 6 Login



- 1 Click **Admin Login**
- 2 Select **Vets**
- 3 Click **Add Veterinarian** to approve all Prescription Diet orders

## 7 Add a Vet



- 1 Complete all fields to add team member
- NOTE:** PIN number is created by approving veterinarian and used for Prescription Diet orders

## 8 Notify Your Staff



Let them know they can now register - the administrator(s) will need to approve all requests

- All done! You are now registered and can start shopping
- When you come back, click **Go Shopping** to get your own food or **Admin Login** to approve requests and edit staff

## TECHNICAL ISSUES/ QUESTIONS?

Call: 866-655-8175  
M-F 5am - 5pm  
Pacific Standard Time

## RETURN POLICY

<b>DAMAGED PRODUCT</b>	<ul style="list-style-type: none"> <li>• Report within 10 days of delivery to your location</li> <li>• Refund of full purchase price of product and home delivery charges (if applicable), or have replacement product delivered free of charge                             <ul style="list-style-type: none"> <li>◦ Replacement product will be delivered via method selected in original order and will not be counted against the Participant's maximum monthly order volume</li> </ul> </li> <li>• Contact your Customer Service Representative driver</li> </ul>
<b>PRODUCT QUALITY CONCERNS</b>	<ul style="list-style-type: none"> <li>• Refund of full purchase price of product and home delivery charges (if applicable), or have replacement product delivered free of charge                             <ul style="list-style-type: none"> <li>◦ Replacement product will be delivered via method selected in original order and will not be counted against the Participant's maximum monthly order volume</li> </ul> </li> <li>• Contact VetSource at 866-655-8175</li> </ul>
<b>RETURNS PURSUANT TO HILL'S 100% SATISFACTION GUARANTEE</b>	<ul style="list-style-type: none"> <li>• 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                             <ul style="list-style-type: none"> <li>◦ Replacement product will be delivered via method selected in original order and will not be counted against the Participant's maximum monthly order volume</li> </ul> </li> <li>• Contact Customer Service Representative driver</li> </ul>

