

Final Design Highlights - Emails

Decline

chewy | Rx

We're sorry, your prescription item was declined.

Why was your item declined?
This is the wrong item or dosage for [pet's name].

Next Steps for You

- We recommend calling **South Shore Animal Hospital** at 781-337-6622 to discuss the right item or dosage with your veterinarian. After that, you can place a new order.
- Other prescription items in your order will ship once they're approved.
- You won't be charged for any declined items because you only pay for items once they've shipped.

Declined Item in Order #123456789
Placed On: Dec 30, 2020



Revolution Topical Solution for Dogs, 86-130 lbs, 6 treatments (Plum Box)

Prescription Item

Pet: Fluffy

[View Details](#)

Pre-Approval

chewy | Rx

Lucy's Prescription from Happy Animal Clinic is ready to order.

Dr. Mueller approved the item below for Lucy. After you place your order, Chewy will send the items directly to you.

[Add to Cart](#)

Approved for Lucy
From Happy Animal Clinic



Vetmedin Chewable Tablets for Dogs, 30 chewable tablets

Prescription Item

Qty: 1

Refills: 1 (30 tablets)

Vet Clinic Directions:
Take 1 tablet daily with food, at the same time each day.

Buying from Your Vet Clinic
Our partnership with Chewy makes it easy to order your pet's prescriptions and veterinary diet items from a trusted source. When you choose to buy from Happy Animal Clinic through Chewy's pharmacy, you're choosing to support your local veterinarians!

Combined

chewy pharmacy Rx

Order Lucy's updated prescription item

Dr. Muller declined a prescription item you ordered for Lucy and prescribed a different prescription item instead.

Please order what Happy Animal Clinic has prescribed below.

What your vet clinic prescribes



Heartgard Plus Chew for Dogs, Up to 25 lbs (Blue box)

Prescription Item

Pet: Lucy

Qty: 1

Refills: 1 (30 tablets)

Vet Clinic Directions:
Take 1 tablet daily with food, at the same time each day.

[Add to Cart](#)

What you ordered

This item won't ship and you won't be charged

Declined (wrong product)



Heartgard Plus Chew for Dogs, Up to 25 lbs (Blue box)

Prescription Item

chewy pharmacy Rx

Order Lucy's updated prescription item

Dr. Muller declined a prescription item you ordered for Lucy and prescribed it in another strength instead.

Please order what Happy Animal Clinic has prescribed below.

What your vet clinic prescribes



Carprofen (Generic) Flavored Tablets for Dogs, 25-mg, 30 tablets

Prescription Item

Pet: Lucy

Qty: 1

Refills: 1 (30 tablets)

Vet Clinic Directions:
Take 1 tablet daily with food, at the same time each day.

[Add to Cart](#)

What you ordered

This item won't ship and you won't be charged

Declined (wrong strength)



Carprofen (Generic) Flavored Tablets for Dogs, 75-mg, 30 tablets

Prescription Item

chewy pharmacy Rx

Order prescription item for Boba instead

Dr. Muller declined a prescription item you ordered for Lucy and prescribed it for Boba instead.

Please order what Happy Animal Clinic has prescribed below.

What your vet clinic prescribes



Carprofen (Generic) Flavored Tablets for Dogs, 25-mg, 30 tablets

Prescription Item

Pet: Boba

Qty: 1

Refills: 1 (30 tablets)

Vet Clinic Directions:
Take 1 tablet daily with food, at the same time each day.

[Add to Cart](#)

What you ordered

This item won't ship and you won't be charged

Declined (wrong pet)



Carprofen (Generic) Flavored Tablets for Dogs, 75-mg, 30 tablets

Prescription Item