How to Order Veterinary Diets

Why should I buy veterinary diets from Chewy?

We offer competitive prices and free shipping on orders over $49. Plus, you'll save more if you sign up for automatic refills with Autoship at Checkout. Chewy experts are available 24/7 to answer any questions you have.

How do I order veterinary diets?

1. Search for the diet your veterinarian recommends and add it to your cart. You can purchase your veterinary diets along with any other items you need.
2. At Checkout, you'll be asked for your pet's name and veterinary clinic information so we can confirm that the item is authorized by your veterinarian.
3. Place your order and we'll take care of contacting your veterinarian. If you have a copy of your authorization, you can expedite the process by uploading a scan or photo of it to the Prescriptions section in your account or your order confirmation. You can also email it to vetdiet@chewy.com.

If your clinic needs more information from you or recommends a different diet, we'll let you know immediately.

I have a copy of the authorization from my veterinarian. Can I send it to you?

Yes. If you have a paper copy of your veterinarian's authorization, you can upload a scan or photo to the Prescriptions section in your account or your order confirmation. You can also email it to vetdiet@chewy.com.

Can I use a veterinarian's authorization if it was written by a veterinarian out of state?

Yes. We accept valid authorizations from anywhere in the United States, Canada, and U.S. territories such as Puerto Rico.

Why do I need a veterinarian's authorization?

Veterinary diets are formulated with the precise ingredients and nutrients needed to address specific medical issues. Because these diets are formulated for medical issues, veterinary authorization is needed to advise you on the best way to give them to your pet and to monitor your pet's health while they are on the diet.

Can someone else (such as a caretaker or family member) place an order for my pet?

Yes, but we'll need them to contact us and provide the full name of the pet's owner after the order is placed. This is so the veterinary clinic can locate your pet's records when we contact them. Email us at vetdiet@chewy.com or call us 24/7 at 1-800-672-4399.

Do authorizations expire?

Yes. Your veterinarian will tell us when your authorization expires and how many refills you have before they'd like you to check back in with them.

Can I set up automatic refills?

Yes. Sign up for Autoship at Checkout and select how often you need refills. We'll automatically ship your veterinary diets for as long as your authorization allows. If you run out of refills or your authorization expires, we'll automatically contact your veterinarian for a new authorization.

What if I have more questions? How can I reach the veterinary diets team at Chewy?

Email us at vetdiet@chewy.com, start a chat on Chewy.com, or call us anytime at 1-800-672-4399. We're here for you 24/7.