



HOW TO ORDER FOI (Feline Omega Interferon from Virbagen) from International Distributors for pet guardians.

(Information last updated January 2018)

Note: this information is based on instructions provided by one of the distributors, Viovet. (<https://www.viovet.co.uk/>). If you choose to order from another company, please inquire about their import procedure and requirements directly. FIP Advisory and Care Group is not affiliated with [viovet.co.uk](https://www.viovet.co.uk/).

What you need:

- A prescription from your vet.
- A cover letter that simply explains that the vet is prescribing the medication for a sick animal and is only going to be used for personal use.

The prescription is required for the package to get through customs. Viovet needs a prescription before they can dispense any medication legally.

BEFORE you place the order, you need to be aware of the following:

The product you are ordering is a temperature controlled item which should be kept cool at all times. In transit, it will **not** be kept in a refrigerated van/plane. However Viovet will send the product with ice packs and appropriate packaging to help keep it at cool as possible. The product can withstand 24 hours in transit, but if it is warm when it arrives the manufacturer advises that it may not be safe to use.

Shipping and delivery:

- The best shipping method is Fedex Priority. Fedex Priority delivery does estimate your to be with you within 24 hours however sometimes there can be issues with customs/other issues that cannot be helped or foreseen, meaning it may take longer. Therefore there is a possibility it could then be warm when it arrives to you. Please also note that if the package is held in

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customs, it will not be kept in a fridge.

- Viovet will contact you before they dispatch your order and will need you to confirm that you accept the risk and understand that if the product does arrive to you warm and unusable, that they will not be able to refund you, and that if the parcel does get stuck in customs that you will contact them to have it released.
- Viovet will send your order with your invoice, prescription and your cover letter attached but sometimes this is not enough for the medication to immediately clear customs. There may be further delays and they may need to contact you before it is released. As this item is temperature sensitive this can be a problem.
- You may also be required to pay import tax, however we cannot advise on how much this would be.

IMPORTANT:

Import of Virbagen Omega Interferon is authorized under the Personal import guidance. In the U.S. a compassionate use letter from the FDA for acquiring feline omega interferon (Virbagen Omega) is no longer necessary. The FDA states that import of this medication is allowed as defined by the Regulatory Procedures Manual, section 9-2. This rule allows an individual to import small quantities (less than 3 months use) of medication for personal use. However, U.S. Customs may still detain the shipment. If your package is not received, you will need to contact the detaining Customs agent, and inform him that you are following FDA document 9-2.

The FDA Regulatory Procedures Manual is available here:

<https://www.fda.gov/downloads/ICECI/ComplianceManuals/RegulatoryProceduresManual/UCM074300.pdf>.

Look for section 9-2, Coverage of Personal Importations, and specifically 9-2-5, Drugs, Biologics and Devices.

Where to buy:

<https://www.viovet.co.uk/Virbagen-Omega-for-Dogs-Cats/c648/>

Contact information:

https://www.viovet.co.uk/contact_us.php

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