

Web- AVL Gel:

"Over our long history, we've received many letters testifying to successes for personal use of our Absorbine Veterinary Liniment Gel. Even so, this product has been labeled for use on animals, and we cannot recommend it for people. The instructions state it is meant to be 'rubbed in' and there is no need to worry about contact with your skin. The active ingredient is Natural Menthol. The formula also contains our proprietary herbal tincture including Wormwood, Echinacea and Calendula"

Verbal (liquid or gel)

Customer - "Is AVL safe to use on humans?"

"Over our long history, we've received many letters testifying to successes for personal use of our Absorbine Veterinary Liniment Gel and Liquid. **This product has been labeled for use on animals, and we cannot confirm that it is safe for people.** The instructions state it is meant to be 'rubbed in' and there is no need to worry about contact with your skin. The active ingredient is Natural Menthol. The formula also contains our proprietary herbal tincture including Wormwood, Echinacea and Calendula. The formula does not contain any steroids or DMSO." This is assuming that the operator would use the main "we cannot confirm that it is safe for humans" statement, then pull the other language as needed within the flow of conversation.