

# FRONTLINE<sup>®</sup>

BRAND PRODUCTS

An introduction to the

## SATISFACTION GUARANTEE<sup>™</sup>



### PEACE OF MIND FOR PET OWNERS

The FRONTLINE SATISFACTION GUARANTEE<sup>™</sup> covers product replacement and refund, but when purchased through a veterinary clinic, customers also become eligible for a pest control service reimbursement up to \$300. That means pet owners have one more reason to purchase FRONTLINE<sup>®</sup> Brand Products.

To qualify, a FRONTLINE Brand Product must have been applied to the affected dog or cat, per the label instructions, for at least 3 consecutive months. All other pets in the home must have also been treated with flea and tick preventive for at least 3 consecutive months prior to the report.



Pet owners who purchase FRONTLINE Brand Products may be eligible for one of the following:

- ✓ **A replacement product, *or***
- ✓ **A refund, *or***
- ✓ **A reimbursement up to \$300 for an in-home treatment from a pest control service, when product has been purchased from a veterinarian.**

...if you're not completely satisfied with your purchase.\*

For assistance call **1-888-637-4251**  
open 24/7

\*Subject to the complete terms and conditions of the SATISFACTION GUARANTEE that can be found on the back cover or by visiting <http://www.frontline.com/>

# **FRONTLINE<sup>®</sup>** **SATISFACTION** **BRAND PRODUCTS** **GUARANTEE<sup>™</sup>**

## **SATISFACTION GUARANTEE<sup>™</sup> Eligibility Requirements**

- The SATISFACTION GUARANTEE<sup>™</sup> is only available for the most recent purchase of FRONTLINE<sup>®</sup> Gold for Dogs, FRONTLINE<sup>®</sup> Gold for Cats, FRONTLINE<sup>®</sup> Shield for Dogs, FRONTLINE<sup>®</sup> Plus for Dogs, or FRONTLINE<sup>®</sup> Plus for Cats (each a "Product"). Product must have been used consistently, in accordance with the appropriate Product label(s), on all dogs or cats in the household. You may choose to receive either 1 replacement package of the same Product, or a refund for the purchase price.
- FRONTLINE<sup>®</sup> Plus for Dogs, FRONTLINE<sup>®</sup> Gold for Dogs, and FRONTLINE<sup>®</sup> Shield for Dogs are for use on dogs only. FRONTLINE<sup>®</sup> Plus for Cats and FRONTLINE<sup>®</sup> Gold for Cats are for use on cats only.
- If the Product was purchased from your veterinarian and has been used for 3 consecutive months, Boehringer Ingelheim Animal Health USA Inc. (BI AH USA Inc.) will reimburse the cost of a BI AH USA Inc. approved pest control service up to \$300. Itemized invoices showing flea and tick preventives for all animals in the home are required (preventives do not have to be Boehringer Ingelheim branded). Taxes are not reimbursable.
- An itemized receipt for the purchase of Product must be submitted to BI AH USA Inc. The receipt must show the place of purchase, the date of purchase, the Product brand name(s), the amount of Product purchased, and the purchase price for all animals in the home. There must be sufficient proof provided via invoices of 3 consecutive months of flea and tick preventive for all animals in the home.
- BI AH USA Inc. reserves the right to request that original receipts be submitted by fax or mail before a SATISFACTION GUARANTEE claim will be processed.
- If the pet owner's name appears on the receipt, the SATISFACTION GUARANTEE claim can only be processed for that individual.
- The SATISFACTION GUARANTEE is only valid on Product labeled for sale in the United States.
- The SATISFACTION GUARANTEE is not valid in situations where the Product has not been used according to label directions.
- To qualify for the pest control service reimbursement, Product must have been purchased at the vet clinic, and all pets in the home must have been treated with flea and tick preventive for 3 consecutive months.
- One offer per household. Please allow 4 to 6 weeks for processing of refunds.
- Because the flea life cycle can vary from 2 weeks to several months, it may take several monthly doses of Product to break the flea life cycle. Therefore, you are required to use the appropriate full Product dose of the appropriate Product(s) for at least 3 consecutive months on every cat or dog 8 weeks of age and older for FRONTLINE Gold for Dogs, FRONTLINE Gold for Cats, FRONTLINE Plus for Dogs, and FRONTLINE Plus for Cats, and 9 weeks of age and older for FRONTLINE Shield for Dogs in the household (indoor and outdoor) in order to be eligible for the full SATISFACTION GUARANTEE.
- Product that has been obtained free of charge is not eligible for the SATISFACTION GUARANTEE.
- Households with 6 or more dogs or cats are not eligible for the SATISFACTION GUARANTEE.
- The SATISFACTION GUARANTEE does not cover any other costs including, but not limited to, those associated with the control of fleas or medical treatments or procedures.
- BI AH USA Inc. reserves the right to cancel or amend the SATISFACTION GUARANTEE program at any time.