

FRONTLINE[®]

SATISFACTION *Plus* GUARANTEE

Eligibility

- The Satisfaction Plus Guarantee is only available for the most recent purchase of the complete **3-pack or 6-pack** of FRONTLINE[®] Plus from a veterinarian. The product must have been used consistently for the 3 to 6 months immediately prior to the claim. Your client may choose to receive either one replacement package of FRONTLINE Plus, a refund for the purchase price, or an in-home inspection by Terminix[®] pest control. Taxes are not reimbursable. Should your client choose the in-home inspection, treatment will be provided if deemed necessary by the pest control operator. Merial will contact Terminix pest control and have them schedule a service date with your client. Merial will cover the cost of the visit by paying Terminix directly. Your client must allow the pest control operator into the home if an inspection is desired.
- An itemized receipt for the purchase of FRONTLINE Plus from a veterinarian must be submitted to Merial. The receipt must show the place of purchase, the date of purchase, the product brand name, the amount of product purchased and the purchase price.
- Merial reserves the right to request that original receipts be submitted by fax or mail before a Satisfaction Plus Guarantee claim will be processed.
- If the pet owner's name appears on the receipt, the Satisfaction Plus Guarantee claim can only be processed for that individual.
- The Satisfaction Plus Guarantee is only valid on FRONTLINE Plus labeled for sale in the United States.
- The Satisfaction Plus Guarantee is not valid in situations where FRONTLINE Plus has not been used according to label directions or was not purchased from a veterinarian.
- 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 applications of FRONTLINE Plus to break the flea life cycle. Therefore your client is required to use the appropriate full product dose of FRONTLINE Plus for at least 3 consecutive months on every cat and dog, 8 weeks of age and older, in the household (indoor and outdoor) in order to be eligible for the Satisfaction Plus Guarantee.
- FRONTLINE Plus that has been obtained free of charge is not eligible for the Satisfaction Plus Guarantee.
- Households with 6 or more dogs and/or cats are not eligible for the Satisfaction Plus Guarantee.
- The Satisfaction Plus Guarantee does not cover any other costs including, but not limited to those associated with the control of fleas or medical treatments or procedures.
- Merial reserves the right to cancel or amend the Satisfaction Plus Guarantee program at any time.

A guarantee offered exclusively through veterinarians means complete satisfaction for your clients and their complete trust in you.

Only Merial, maker of FRONTLINE Plus, offers this exclusive guarantee, available only through veterinarians.



NEW Satisfaction Plus Guarantee from FRONTLINE[®] Plus

If your clients are not satisfied with FRONTLINE Plus after at least three months of proper and consistent application, we'll offer them product replacement or full refund, or cover the cost of a Terminix[®] pest control in-home inspection and, if necessary, a home treatment.

INTRODUCING **FRONTLINE**[®] *Satisfaction Plus* **GUARANTEE**



When pet owners claim that FRONTLINE[®] Plus isn't working, they may be applying it inconsistently or improperly or environmental factors may be at work. The Satisfaction Plus Guarantee helps provide pet owners with needed support and education. If their concerns are not resolved, the Satisfaction Plus Guarantee offers a one-time in-home inspection by Terminix[®] pest control to help diagnose the reasons for their continued flea problem.

Terminix pest control will deliver the in-home inspection that includes:

- Free in-home check of the interior of the household and treatment of problem flea areas if necessary;
- Notice back to your clinic of how the problem was resolved;
- In addition, Merial will send out a coupon, personalized with your clinic name, for a free single dose of FRONTLINE Plus, to be applied by the veterinarian, and a special, high-value offer of "Buy 6 Doses, Get 2 Free" when they make their next purchase of FRONTLINE Plus at your clinic.

There is no better guarantee

Satisfaction Plus is an exclusive guarantee like no other. Make your clients aware. Place posters and window clings in eye-catching places. Affix stickers to every receipt for FRONTLINE Plus. Then, with each sale, check the first dose box and fill in the date on the sticker. Give the client the receipt and information brochure to take home.



Every client satisfied

To be eligible for this guarantee, pet owners must purchase a 3-pack or 6-pack of FRONTLINE Plus from your clinic. If after three months of proper and consistent application they are dissatisfied with the product, they may call our FRONTLINE Technicians at 1-877-602-PLUS (7587) Monday through Friday from 8am to 8pm EST (winter 8am to 7pm EST).

Our FRONTLINE Technician will offer advice and instruction on product application and use. If the issue is not resolved, pet owners will be offered their money back, or product replacement, or cover the cost of a Terminix pest control in-home inspection and, if necessary, a home treatment. Afterwards, Merial will notify you of how the issue was resolved.

The Satisfaction Plus Guarantee gives you the tools to help solve your clients' flea problems and give them peace of mind.

