



# The Boehringer Ingelheim Animal Health USA Inc. Pet Vaccines Veterinarian Customer Satisfaction Guarantee

Our commitment starts with science and technology to help you protect your patients and continues with support for you and your clients.

We are confident that our vaccines are safe and effective. We thank you for your confidence in using our products in your clinic. We also understand that in biological systems, nothing is assured. In addition to the on-site expertise of our Professional Services Veterinarians, which is available to our customers, we also provide technical support in the form of the highly-trained, experienced veterinarians and veterinary technicians who are part of our Veterinary Technical Solutions team (VeTS). This team is just a phone call away (1-888-637-4251 opt. 1) and is available to answer questions about our products and help you find solutions to the infectious disease, vaccination, and immunization challenges you may face in your community. They are also your portal to our second level of product support, the **Boehringer Ingelheim AH USA Pet Vaccines Veterinarian Customer Satisfaction Guarantee**.

## Feline Satisfaction Guarantee

Boehringer Ingelheim AH USA is committed to supporting the use of nonadjuvanted vaccines in feline patients throughout their life. However, we understand that patients sometimes move, or are otherwise lost to observation, making it impossible to verify their complete vaccination history. Our PUREVAX® Satisfaction Guarantee therefore falls into three tiers and is subject to certain restrictions and limitations set forth in the Terms and Conditions:

Diagnosis	In the event that a cat is definitively diagnosed with an injection-site sarcoma:		
Guarantee Tier	Tier 1	Tier 2	Tier 3
Criteria	AND if that feline patient has been exclusively vaccinated with PUREVAX nonadjuvanted feline vaccines over its entire lifetime,	AND if that feline patient has been exclusively vaccinated with PUREVAX during the most recent 5 years of their life,	AND if that feline patient's LAST vaccination was with a PUREVAX nonadjuvanted feline vaccine but the patient does not otherwise have a documented history of PUREVAX-only vaccination,
Support	Boehringer Ingelheim AH USA will support standard and reasonable diagnostic and treatment costs up to \$5,000.	Boehringer Ingelheim AH USA will support standard and reasonable diagnostic and treatment costs up to \$3,000.	Boehringer Ingelheim AH USA will support standard and reasonable diagnostic and treatment costs up to \$1,500.

### Other Adverse Events and Lack of Efficacy

Boehringer Ingelheim AH USA may also provide customer support in the event that feline patients experience other types of adverse events or contract the disease for which they are vaccinated. Our VeTS representatives will assist you in determining support eligibility in these instances.

## Canine Satisfaction Guarantee

Boehringer Ingelheim AH USA is committed to supporting our canine vaccines. To this end, subject to certain restrictions and limitations set forth in the Terms and Conditions, we will provide support in the event of a suspected adverse event (AE) or perceived lack of efficacy (LOE) associated with our vaccines.

### Leptospirosis:

If a dog is found to be positive\* for leptospirosis after being fully vaccinated for the corresponding serovar (receiving a full course of initial vaccines plus annual boosters as required) Boehringer Ingelheim AH USA will support diagnosis and treatment up to a maximum of \$5,000. Dogs that did not complete a full course of vaccines, or test inconclusive, will qualify for support (amount to be determined on a case-by-case basis) depending on the vaccination history of the dog.

\*positive as determined by the criteria outlined under the "Terms and Conditions"

### Lyme Disease:

In the event that a dog is found to be Lyme disease positive after being properly vaccinated with RECOMBITEK® Lyme, Boehringer Ingelheim AH USA will support testing with either the Cornell Canine Lyme Multiplex Assay or the IDEXX Quantitative C6 Antibody Test (please contact VeTS to set up support for testing preemptively). If a positive diagnosis is confirmed, Boehringer Ingelheim AH USA will support up to \$5,000 toward reasonable diagnostic and treatment costs, including urinalysis testing and treatment with appropriate antibiotics, such as amoxicillin or doxycycline. More in-depth support will be considered for testing and treatment of definitively diagnosed complications of Lyme disease on a case-by-case basis.

### *Bordetella bronchiseptica*:

Reasonable diagnostic and treatment costs associated with Canine Infectious Respiratory Disease Complex caused by *Bordetella bronchiseptica* will be covered up to \$5,000 for a pet properly vaccinated with a Boehringer Ingelheim AH USA *B. bronchiseptica* vaccine as long as exposure has not occurred within 1 week or more than 13 months following vaccination. Cases involving 6 or more dogs will be handled on a case-by-case basis.

### Canine Combinations:

Boehringer Ingelheim AH USA has multiple types of support for the antigens in our core and Lepto combo vaccines (C3, C4, C6, C7, C8). In the event of a suspected LOE or AE, please contact our VeTS group and they will assist you in determining the appropriate support. In the event a patient properly vaccinated with these vaccines experiences a lack of efficacy for distemper, adenovirus, parainfluenza, or parvovirus, Boehringer Ingelheim AH USA will support diagnostics and treatment up to 3 years after vaccination.

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## The Boehringer Ingelheim Animal Health USA Inc. Pet Vaccines Veterinarian Customer Satisfaction Guarantee encompasses three types of support for our vaccines:

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1. **Veterinarian Customer Satisfaction:** In the event that you are not completely satisfied with your Boehringer Ingelheim AH USA vaccines, any remaining inventory can be returned to Boehringer Ingelheim AH USA and full credit issued for the unused product based on the actual purchase price.
2. In the event that you may experience suspected **vaccine-related adverse events**, Boehringer Ingelheim AH USA will provide support for the diagnosis +/- treatment of these events if determined to be vaccine-related. The maximum level of support will vary (between \$500-\$5,000) depending on the vaccine and the type of adverse event.
3. In the event of a properly vaccinated animal contracting the disease for which it was vaccinated (perceived **lack of efficacy**), Boehringer Ingelheim AH USA will provide support for the diagnosis +/- treatment of the disease up to a maximum level. The maximum level of support will vary depending on the antigen and specific issue in question, and ranges from \$500-\$5,000. If the patient has received BOEHRINGER INGELHEIM AH USA vaccines exclusively for the last two years, the maximum level of support will be increased to \$7,000.

In the event that you encounter a particular situation that seems to fall outside the boundaries outlined in this guide, please feel free to call our Veterinary Technical Solutions help line and speak with one of our representatives directly. We are committed to helping you provide the best possible care to your patients.

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### Terms and Conditions

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All claims must be initiated within 6 months of the incident in question. After 6 months, the claim will become null and void.

Vaccines must have been administered to a healthy pet under the supervision of a licensed veterinarian with a valid veterinarian-client-patient relationship.

Vaccines must be administered under the guidance of a licensed veterinarian. Any claims from parties that are not licensed veterinarians will be directed to the administering veterinarian. **IF VACCINES WERE ADMINISTERED WITHOUT A VETERINARIAN'S GUIDANCE, ANY GUARANTEE(S) IS VOID AND BOEHRINGER INGELHEIM AH USA SHALL HAVE NO LIABILITY RELATED TO THE VACCINE.**

Veterinarians must collaborate and consult with the Boehringer Ingelheim AH USA Veterinary Technical Solutions Team at the time of the claim to discuss all aspects of the vaccination regimen, health status of the patient, diagnosis, treatment, and any other aspects of the claim.

Veterinarians must submit a copy of medical records for each case, including vaccine brands and history, serial numbers, vaccination dates, patient health status and other items such as records of clinical or laboratory diagnostics as may be deemed necessary to determine claim resolution.

Animals that have undergone excessive lapses in vaccination intervals will not qualify for support of lack of efficacy claims. In order to re-establish vaccination history, the animal must test negative for the disease in question, and then subsequently maintain recommended booster intervals.

Vaccine purchase history will be verified and claims involving vaccines purchased from unauthorized sources will not be covered.

Animals must have received age-appropriate initial vaccination series according to label recommendations, and a BOEHRINGER INGELHEIM AH USA vaccine must be the most recent vaccine used in the series.

In order to receive support for cats vaccinated for Feline Leukemia and subsequently infected, there must be a negative FeLV test at the time of initial vaccination and subsequent appropriate boosters supported by documentation in the medical record.

In order for the Lyme (*B. burgdorferi*) claim to be valid, there must be a negative qualitative C6 ELISA at the time of initial vaccination for any dog > 4 months of age who has not been previously vaccinated for Lyme. Patients with clinical signs consistent with diagnosis of Lyme disease must be confirmed by a commercial laboratory.

In order to be eligible for a Leptospirosis claim, the dog must test positive on blood or urine PCR (not serovar specific) or MAT testing. MAT testing should be greater than or equal to 1:1600 in most cases. If it is not, then a second titer will be suggested in 7-10 days. Support for this testing may be offered at Boehringer Ingelheim AH USA's discretion. Clinical signs and timing of titers relative to vaccination will also be considered.

Claims for puppies and kittens that have not received their full pediatric series will be evaluated on a case-by-case basis. Depending on their vaccination history, and the timing relative to the last booster, patients may be eligible for limited support even if the pediatric series was not complete.

Payments may require a signed settlement and release form.

Claims involving species other than those indicated on the product label are not covered.

All claims will be resolved on a case-by-case basis in consultation with the Boehringer Ingelheim AH USA Veterinary Technical Solutions Team based on reasonable diagnostic and treatment costs.

Boehringer Ingelheim AH USA reserves the right to terminate or modify the program, in whole or in part, at any time without notice.



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