

Elanco Vaccine Guarantee

Vaccines are the cornerstone of preventive medicine. Elanco Animal Health offers a broad range of canine and feline vaccines available in multiple combinations to meet your patients' needs.

We are confident in our products and their ability to safely protect pets in your care. Your confidence in our products is supported by the highly-trained and experienced veterinarians and veterinary technicians on our Elanco Product Support team and our Regional Consulting Veterinarians (RCV), who are available to answer questions about our products and help you find solutions to the infectious disease challenges you face in your practice area. See details of the Vaccine Guarantee support in the attached General Terms and Conditions.

Your use of Elanco vaccines is supported by our **VACCINE GUARANTEE** in three ways:

1. Supports you in the event a cat or dog immunized with an Elanco pet vaccine contracts a disease for which they should have been protected, based on the vaccine guidelines for best medicine published by the American Animal Hospital Association and the American Association of Feline Practitioners.¹
 - Elanco will reimburse up to 100% standard and reasonable diagnostic/treatment costs up to \$5,000 in the event a cat or dog immunized with an Elanco vaccine contracts a disease, for which they should have been protected, within the USDA-approved revaccination interval.
 - In the event a patient properly vaccinated with an Elanco vaccine experiences a potential lack of efficacy, we will support the use of our core canine and feline vaccines (except rabies) in adult pets for up to 4-year protection.
 - **Canine:** CDV, CAV-2, and CPV-2
 - **Feline:** FHV-1, FPV, FCV
 - We support the use of non-core vaccines based on their USDA-approved revaccination interval, with the exception of feline leukemia (see General Terms and Conditions).
2. Supports you in the event a cat vaccinated with an Elanco feline vaccine develops an injection-site sarcoma.
 - In the event a cat vaccinated with an Elanco vaccine develops an injection-site sarcoma, Elanco will reimburse standard and reasonable diagnostics (a biopsy and histopathological exam) to reach a definitive diagnosis. With a confirmed diagnosis, Elanco will reimburse standard and reasonable treatment costs up to \$1,500.
3. Offers a refund of actual purchase price if you are not completely satisfied with the performance of our canine or feline vaccines.
 - Elanco will take back any remaining inventory and issue a full refund based on the actual purchase price through the distributor from which the product was purchased if the veterinarian is not completely satisfied with the performance of Elanco canine or feline vaccines. Proof of purchase (invoice) is required.

For more information about Elanco pet vaccines or questions about the Elanco Vaccine Guarantee, please call 1.888.545.5973.

The Elanco logo consists of the word "Elanco" in a white, sans-serif font, positioned on a blue rectangular background that is tilted slightly to the right.

¹https://www.aaha.org/professional/resources/canine_vaccine.aspx
<http://www.catvets.com/guidelines/practice-guidelines/feline-vaccination-guidelines>

PRODUCT LIST



CANINE VACCINES

Duramune® Max 5/4L
Duramune® Max 5
Duramune® Max 5-CvK/4L
Duramune® Max 5-CvK
LeptoVax® 4
Bronchi-Shield® ORAL
Bronchi-Shield® III
Duramune Lyme®
Duramune Lyme® + Max 5-CvK

Duramune Lyme® + Max 5-CvK/4L
Duramune Lyme®+Max 5/4L
Duramune Lyme®+ LeptoVax® 4
Duramune® Max Pv
Duramune® Max PC
Duramune® CvK
Rabvac® 1
Rabvac® 3

1/2 mL Vaccines

ULTRA™ Duramune® DAP
ULTRA™ Duramune® 4L
ULTRA™ Duramune® DAP + 4L
ULTRA™ Duramune® DAP + C
ULTRA™ Duramune® DAP + C4L
ULTRA™ Duramune® Lyme



FELINE VACCINES

Fel-O-Vax® PCT + CaliciVax®
Fel-O-Vax® IV + CaliciVax®
Fel-O-Vax Lv-K® III + CaliciVax®
Fel-O-Vax Lv-K® IV + CaliciVax®
Fel-O-Vax Lv-K®

Fel-O-Guard® Plus 3
Fel-O-Guard® Plus 3 + Lv-K
Fel-O-Guard® Plus 4
Fel-O-Guard® Plus 4 + Lv-K
Rabvac® 1
Rabvac® 3

1/2 mL Vaccines

ULTRA™ Fel-O-Vax® FVRCP
ULTRA™ Fel-O-Vax® FeLV
ULTRA™ Fel-O-Vax® FVRCP + FeLV
ULTRA™ Fel-O-Vax® Dual FCV
ULTRA™ Hybrid FVRCP

QUESTIONS? We're just a phone call away at 1.888.545.5973

GENERAL TERMS AND CONDITIONS

- Elanco vaccine product must have been purchased from the administering veterinarian and handled and stored in accordance with the label instructions.
- A veterinarian (or appropriate veterinary health care team member) must be the primary point of contact for the guarantee to be valid. Elanco will direct all claims from pet owners, breeders, etc., to the vaccinating veterinarian.
- ULTRA Duramune DAP combinations and Bronchi-Shield ORAL do not contain canine parainfluenza and Elanco is not claiming these products will protect against canine parainfluenza.
- Guarantee is not applicable to products received free of charge.
- Elanco retains the right to conduct an Adverse Event or disease diagnostic investigation at Elanco's expense and veterinarian and staff will reasonably cooperate in such investigation.
- Elanco shall not be liable for (1) off-label use of an Elanco vaccine product, (2) any damages resulting from improper handling, misuse or abuse of such product, (3) the willful misconduct or negligence of any third party, or (4) any special, punitive, incidental, indirect or consequential damages.
- Reimbursement or refund under this Guarantee is the sole and exclusive remedy for any claims or damages in regard to this Guarantee. Elanco liability for reimbursement, refund or damages under this Guarantee, whether in contract or in tort, is limited to US \$5000.00.
- ELANCO DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR PARTICULAR USE.
- For canine patients receiving an ULTRA™ Duramune® DAP combination and Bronchi-Shield® ORAL, Elanco will reimburse normal and customary charges (up to \$5,000) associated with the diagnosis and treatment of any patient suffering respiratory disease due to canine parainfluenza virus infection.
- For feline patients receiving an ULTRA™ Fel-O-Vax® vaccine, Elanco will reimburse normal and customary charges (up to \$5,000) associated with the diagnosis and treatment of any patient suffering respiratory disease due to feline chlamydia.
- ULTRA™ Fel-O-Vax® combinations do not include feline Chlamydia, and Elanco is not claiming these products will protect against feline Chlamydia.
- Vaccines must have been administered to a healthy pet according to label directions by a licensed veterinarian with a valid veterinarian-client-patient relationship as defined by the AVMA.
- 4-year lack of efficacy claims will be considered on pets that have received the required puppy or kitten series followed by a booster vaccination one year later.
- Animal must have received age-appropriate initial vaccination series according to label recommendations, and an Elanco vaccine must be the most recent vaccine used in the series.

- Cats vaccinated with an Elanco feline leukemia vaccine every 1 to 2 years will qualify for the guarantee.
- At the time of a suspected disease event, veterinarians must collaborate with Elanco Product Support in designing an appropriate diagnostic and treatment regimen.
- Most recent Bronchi-Shield vaccines must be at least 2 weeks prior to introduction into a high-population environment, such as shelter, kennel, daycare or show circuit.
- At the time of a claim, veterinarians must have the medical records related to each reported case available, including vaccine brand, serial number, location of injection and date of vaccinations.
- Core vaccines include canine (distemper, adenovirus and parvovirus) and feline (rhinotracheitis, panleukopenia and calicivirus).
- Non-core vaccines include canine (*Bordetella bronchiseptica*, parainfluenza, coronavirus, leptospirosis and *Borrelia burgdorferi*) and feline (*Chlamydia felis* and feline leukemia virus).
- Claims involving puppies and kittens younger than 16 weeks, or involving onset of disease within 3 weeks of completing the initial immunization series, are not covered.
- For FeLV, the medical record must document a negative FeLV test at the time of initial vaccination.
- For Lyme, the medical record must document a negative qualitative C6 ELISA at the time of initial vaccination except for puppies with a completed vaccination series prior to 16 weeks of age.
- Patients displaying clinical signs consistent with a diagnosis of Lyme disease must be confirmed by qualitative C6 ELISA.
- Claims involving animal species other than those on the product label are not covered.
- Elanco will not accept any returned product due to package/label changes.
- Elanco reserves the right to end or modify the program, in whole or in part, at any time without notice. Terms and conditions apply to claims submitted after January 1, 2017.

ADDITIONAL TERMS AND CONDITIONS FOR FELINE INJECTION-SITE SARCOMA SUPPORT

- Use of any brand of feline rhinotracheitis, panleukopenia, calicivirus, chlamydia, feline leukemia, or rabies vaccine other than Elanco vaccine within 12 months at the affected site will void this agreement.
- The time frame between vaccination and occurrence of the injection-site sarcoma must not exceed three years.
- After diagnosis of the injection-site sarcoma is confirmed by histopathologic examination, the payment obligation of Elanco shall be up to \$1,500.00 for treatment costs.

The label contains complete use information, including cautions and warnings. Always read, understand and follow the label and use directions.

Bronchi-Shield®, Duramune®, Duramune Lyme®, Fel-O-Guard®, Fel-O-Vax Lv-K®, LeptoVax®, Rabvac®, ULTRA™, Elanco and the diagonal bar are trademarks owned or licensed by Eli Lilly and Company, its subsidiaries or affiliates. © 2017 Eli Lilly and Company, its subsidiaries or affiliates. USCAHMUL01983

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