



Activyl® and Activyl® Tick Plus Satisfaction Guarantee

If your clients are not achieving the level of flea and tick control that was desired, please call our team of flea and tick control experts to see if they qualify for our Activyl®/Activyl® Tick Plus Satisfaction Guarantee. Our team will work with you to ensure that your clients are satisfied. If not, Merck Animal Health will replace the product or credit your veterinary hospital's account for the full purchase price of Activyl®/Activyl® Tick Plus.

Eligibility Requirements and Specifics of the Program:

- An established veterinary-patient relationship must exist and the product must have been prescribed by, and purchased through a licensed veterinarian.
- The satisfaction guarantee replaces or reimburses up to 6 individual packs, or 1 six-pack of Activyl®/Activyl® Tick Plus per treated pet.
- Activyl® must be used according to label directions on all cats and dogs in the household for a minimum of 3 consecutive treatments.
- Activyl® Tick Plus must be used according to label directions on all dogs in the household for a minimum of 3 treatments.
- Claims cannot be made until two weeks following the third treatment.
- Households of 6 or more dogs and / or cats are not eligible for the Satisfaction Guarantee.
- An itemized receipt for the purchase of Activyl®/Activyl® Tick Plus from a veterinarian must be submitted to Merck Animal Health. The receipt must show the owner's name, the pets' name(s), place of purchase, date of purchase (which must be within the last 12 months), quantity purchased, product brand name, and purchase price.
- If the product was purchased for multiple pets, but is only indicated for one pet on the receipt, the hospital staff will be asked to note this on the receipt.
- This is a one time offer, and only one offer is granted per household.
- The satisfaction guarantee does not cover any other costs, including but not limited to those associated with the control of fleas/ticks, the treatment of flea/tick borne diseases, medical treatments or procedures.
- Merck Animal Health reserves the right to cancel or amend the Satisfaction Guarantee program at any time.