

PEACE OF MIND IS KNOWING FLEAS & TICKS ARE DEAD



If you are not satisfied with FRONTLINE Plus after 3 months of proper and consistent application to all dogs and cats in your household, call our experts at 1-877-602-PLUS (7587) Monday-Friday, 8am to 8pm EST (winter 8am to 7pm EST).

If our experts cannot find an acceptable solution, we will offer you your choice of the following:

- A refund of your money *or*
- A product replacement *or*
- A one-time free professional in-home inspection and treatment if necessary.

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 on all dogs and cats in the household for the 3 to 6 months immediately prior to the claim. You may choose to receive either one replacement package of FRONTLINE Plus, a refund for the purchase price, or an in-home inspection by a pest control specialist. Taxes are not reimbursable. Should you choose the in-home inspection, treatment will be provided if deemed necessary by the pest control operator. Merial will contact the pest control service and have them schedule a service date with you. Merial will cover the cost of the visit by paying pest control service directly. You 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 if 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 you are 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.