Nobivac®
Protection unites us.

VACCINE GUARANTEE

The Nobivac® Guarantee covers diagnostic and treatment costs up to $5000 in cases where the animal contracts a disease for which it has been vaccinated with Nobivac® by, or under the supervision of, a licensed veterinarian and purchased directly from Merck Animal Health or from an authorized distributor purchasing directly from Merck Animal Health.

For complete coverage, pets must have received an initial series and a 1-year booster where appropriate.

Duration of guaranteed coverage

	CANINE:	FELINE:
3 Years (+3 mo)	• Adenovirus 1+2 (SQ) • Distemper • Parainfluenza • Parvovirus • Rabies*	• Calicivirus • Panleukopenia • Rhinotracheitis • Rabies*
2 Years (+3 mo)	Not applicable	• Leukemia virus
1 Year (+3 mo)	• Adenovirus 2 (IN) • *Bordetella bronchiseptica* • Canine Influenza • Coronavirus • Leptospirosis • Lyme disease • Parainfluenza (IN, Oral) • Rabies*	• *Bordetella bronchiseptica* • Chlamydia • Rabies*

*3-month extension excludes all Nobivac® Rabies vaccines.

MERCK Animal Health

Steps for reporting an efficacy or product complaint to Merck Animal Health

1. **Contact Merck Animal Health Technical Services: 1-800-224-5318** (Monday–Friday, 9:00AM–7:00PM EST)

2. **Provide the following details:**
   - Veterinary Clinic and Pet Owner contact information.
   - Patient ID: First and last name, along with species. If available: breed, DOB, weight, gender/neuter status.
   - Product information: product name, size, serial number, expiration date, and dates of vaccination.
   - Description of the problem: Start and end dates of clinical signs, treatment administered, and patient status.

3. **For efficacy complaints, Merck Animal Health may request diagnostics.**
   - Whenever possible, please contact Merck Animal Health (MAH) Technical Services before submitting diagnostic samples to discuss qualification for the Nobivac® Guarantee, and to discuss a diagnostic sampling plan.
   - Samples taken before contacting MAH Technical Services should be stored according to diagnostic laboratory recommendations.
   - MAH Technical Services will provide a diagnostic submission form and cover the cost of diagnostics when the conditions of the Nobivac® Guarantee are met.

Program details

- All pets must be vaccinated by, or under the supervision of, a licensed veterinarian with an established client-patient relationship. All vaccines must be administered in accordance with the labeled directions for administration and local regulations.
- Documentation of vaccination records must be maintained on file by the veterinarian and be available for review by Merck Animal Health. Vaccine records should include at a minimum, the vaccine brand, serial number, anatomical site, and the date(s) of vaccination.
- Veterinarians must collaborate with Merck Animal Health's Technical Services Department in designing a diagnostic protocol for the pet: Phone: 1-800-224-5318 or email: uscompanionpv@merck.com
- Guarantee coverage may be subject to confirmatory diagnostics. Merck Animal Health is not responsible for lost diagnostic samples.
- The primary point of contact for the guarantee to be valid must be a veterinarian (or appropriate veterinary member).
- For the 1-year (+3 month) guarantee, 2-year (+3 month) guarantee, and the 3-year (+3 month) guarantees to be valid, all pets must have completed an age-appropriate initial vaccination series, with the Merck Animal Health vaccine being the most recent vaccine used in the series, unless otherwise specified.
- For the 3-year (+3 month) guarantee to be valid for 1-year licensed products, a booster vaccine must be administered at 1 year (can be given as early as 6 months in cats for HCP and HCPCh) after the initial series is completed before going to a 3-year interval.
- Unlike other eligible Nobivac vaccines, rabies vaccines must be within their labeled duration of immunity to qualify for coverage under the Nobivac® Guarantee. The standard 3-month overdue allowance does not apply to rabies vaccinations.
- NOBIVAC NXT® Rabies is a fully licensed rabies vaccine for dogs and cats in the United States. Recognition of specific rabies vaccines for international travel purposes varies by country and may not yet be established for NOBIVAC NXT® Rabies in all destinations. Veterinarians should advise clients planning international travel with their pets to review destination-country vaccination and health certificate requirements prior to travel.
- For all Nobivac® injectable vaccines: The guarantee becomes effective 3 weeks after the most recent vaccine administration date. Any case involving onset of disease within 3 weeks of final vaccination will be handled on a case-by-case basis by our Technical Services Department.
- Claims involving animal species other than those on the product label are not covered.
- Payments made under the guarantee program may require a signed release form from the pet owner.
- Merck Animal Health's determination of coverage will be final.

ASK YOUR MERCK SALES REPRESENTATIVE FOR MORE INFORMATION ABOUT NOBIVAC® VACCINES AND OUR SUPPORT TOOLS TODAY.

For full guarantee details, please visit: merck-animal-health-usa.com/nobivac/vaccine-guarantee

Nobivac®

Protection unites us.

MERCK Animal Health

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