




**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.

**Change can be EASY:**  
Adult pets with a history of appropriate vaccination with another manufacturer's vaccine will qualify for the full provisions of the guarantee after receiving a single dose of Nobivac®.

**Duration of guaranteed coverage**

CANINE:

FELINE:

	CANINE:	FELINE:
	<ul style="list-style-type: none"> <li>• Adenovirus 1+2 (SQ)</li> <li>• Distemper</li> <li>• Parainfluenza</li> <li>• Parvovirus</li> <li>• Rabies*</li> </ul>	<ul style="list-style-type: none"> <li>• Calicivirus</li> <li>• Panleukopenia</li> <li>• Rhinotracheitis</li> <li>• Rabies*</li> </ul>
	<p>Not applicable</p>	<ul style="list-style-type: none"> <li>• Leukemia virus</li> </ul>
	<ul style="list-style-type: none"> <li>• Adenovirus 2 (IN)</li> <li>• Bordetella bronchiseptica</li> <li>• Canine Influenza</li> <li>• Coronavirus</li> <li>• Leptospirosis</li> <li>• Lyme disease</li> <li>• Parainfluenza (IN, Oral)</li> <li>• Rabies*</li> </ul>	<ul style="list-style-type: none"> <li>• Bordetella bronchiseptica</li> <li>• Chlamydia</li> <li>• Rabies*</li> </ul>

\*3-month extension excludes all Nobivac® Rabies vaccines.  
\*\*Nobivac® 1 products require a 1-year booster for 3-year (+3 mo) guarantee

## 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–6:00PM 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.
  - Name of Authorized Distributor from which the Nobivac vaccines were purchased.
- 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.
- For all injectable Nobivac® 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.
- For all mucosal Nobivac® vaccines: Expected onset of immunity varies by antigen and will be addressed on a case-by-case basis.
- 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 contact Merck Animal Health Technical Services at 800-224-5318

**Nobivac®**  
Protection unites us.