



ORAVET[®]

DENTAL HYGIENE CHEWS

Serious Oral Care Made Simple[®]



SATISFACTION GUARANTEE

Thank you for using Boehringer Ingelheim products in your clinic. We are confident that you and your clients will find **ORAVET[®]** Dental Hygiene Chews effective and easy to use. Our Satisfaction Guarantee is provided to ensure that veterinarians and clients are happy with the quality and performance of the product.

For Veterinary Clinics:

Eligibility: Active Boehringer Ingelheim Account

Return Policy:

- **Full cartons or full individual bags**
Credited to the account for full refund or exchange in cartons
- **Expired products**
2 weeks before or 90 days after expiration

Call Boehringer Ingelheim Customer Care or Boehringer Ingelheim Veterinary Technical Solutions Team at **1-888-637-4251**

For Pet Owners:

Eligibility: If pet owner is not fully satisfied with the **ORAVET** Dental Hygiene Chews:

- Product will be replaced or purchase price refunded, subject to the **ORAVET** Dental Hygiene Chews Satisfaction Guarantee requirements*
- Proof of purchase required
- Expired product will not be replaced or purchase price refunded

*See **ORAVET** Dental Hygiene Chews Satisfaction Guarantee Eligibility Requirements

ORAVET[®] Dental Hygiene Chews Satisfaction Guarantee Eligibility Requirements

- Call the Veterinary Technical Solutions Team at 1-888-637-4251 for information and submission of **ORAVET** Dental Hygiene Chews Satisfaction Guarantee ("Guarantee").
- An itemized, original receipt for the purchase of product from a veterinarian must be submitted to Boehringer Ingelheim. The receipt must show the place of purchase, the date of purchase, the product name, the product purchased, and the purchase price. A fax number or address will be provided for submission of receipt.
- Boehringer Ingelheim reserves the right to review the original receipt before a Guarantee claim will be processed. A fax number or address will be provided for submission of receipt.
- If the pet owner's name appears on the receipt, the Guarantee claim can only be processed for that individual.
- The Guarantee is only valid on product labeled for sale in the United States.
- The Guarantee is not valid in situations where the product has not been used according to label directions, including, but not limited to, age- and weight-appropriate product, or was not purchased from a veterinarian.
- One offer per household. Please allow 4 to 6 weeks for processing of refunds via check.
- Any product that has been obtained free of charge is not eligible for the Guarantee.
- Boehringer Ingelheim reserves the right to cancel or amend the Guarantee program at any time.

Scan here
to learn
more about
ORAVET[®]



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