



revolution

Satisfaction Guarantee Guidelines



If for any reason you or your clients are not completely satisfied with REVOLUTION® (selamectin)* we will refund the REVOLUTION purchase price or replace the product.

The REVOLUTION Satisfaction Guarantee is available to any individual who has purchased REVOLUTION from a veterinarian or pursuant to a veterinarian's prescription.** The Guarantee provides for the following:

- 1. SATISFACTION GUARANTEE.** If you are not satisfied with REVOLUTION based on the program guidelines below we will refund the purchase price or replace the product.
- 2. HEARTWORM DISEASE.***** We will reimburse you for the reasonable and customary costs up to \$500.00 associated with the diagnosis and treatment of heartworm disease if any dog free of heartworm infection at the onset of treatment with REVOLUTION, as determined by a licensed veterinarian, develops heartworm disease. Additionally, we will provide a year's supply of REVOLUTION for the affected animal.

The following guidelines can be used to determine eligibility for reimbursement of costs and year supply of product associated with the treatment of a heartworm positive pet.

PROGRAM REQUIREMENTS:

- REVOLUTION was used according to label directions.
- The use of antigen test will be the standard for determining heartworm status. Knott's or any filter test for the detection of microfilariae is not sufficient evidence for pretreatment heartworm negative status.
- Confirmation of heartworm positive status must occur with 2 separate blood samples using 2 different testing methods.
- Dogs previously treated for heartworm disease must have a negative antigen test prior to starting REVOLUTION.
- Dogs starting or changing heartworm preventatives are required to have 2 negative antigen tests at least 6 months apart after initiation of REVOLUTION treatment.†

SPECIAL CONSIDERATIONS:

- The heartworm antigen test was positive less than 6 months after switching to another monthly preventative.
- Pet owner has been compliant and followed veterinary directions to test at least every other year.

UNDER THESE CONDITIONS, CLAIM IS NOT ELIGIBLE FOR PAYMENT:

- The heartworm antigen test was negative prior to the start of REVOLUTION and became positive less than 6 months following the initiation of treatment.

UNDER THESE CONDITIONS, CLAIMS WILL BE EVALUATED ON A CASE BY CASE BASIS:

- The heartworm antigen test was negative prior to the initiation of REVOLUTION treatment and the dog has received REVOLUTION or an alternative heartworm product without breaks in treatment.
- Feline heartworm cases.

- 3. FLEAS.** We will reimburse you up to \$15.00 for an alternative approved flea treatment. As a veterinarian, you can determine the appropriate treatment.
- 4. TICKS.** REVOLUTION protects against the American Dog Tick. We will reimburse you up to \$15.00 for an approved alternative tick treatment for dogs, reimburse you for 1 additional dose of REVOLUTION to be administered 2 weeks after the previous dose as per label directions, or we will provide a tick collar at no cost. While REVOLUTION has not demonstrated efficacy against ticks in cats, if a cat receiving REVOLUTION becomes infested with ticks, we will reimburse you up to \$15.00 toward an approved alternative tick treatment of your choosing.
- 5. HOOKWORMS, ROUNDWORMS, WHIPWORMS, TAPEWORMS.** REVOLUTION has not demonstrated efficacy against hookworms, roundworms, whipworms or tapeworms in dogs. However, if you are dispensing REVOLUTION and a dog tests positive for these parasites, we will provide you Nemex® or Cestex® free of charge or pay for the reasonable and customary costs up to \$30 for an approved treatment. In cats, REVOLUTION protects against roundworms and hookworms. However, if you are dispensing REVOLUTION and a cat tests positive for these parasites, we will pay for the reasonable and customary costs up to \$30 for an approved treatment. REVOLUTION has not demonstrated efficacy against tapeworms in cats. However, if you are dispensing REVOLUTION and a cat tests positive for tapeworms, we will provide you Cestex® free of charge or pay for the reasonable and customary costs up to \$30 for an approved treatment. As a veterinarian, you can determine the appropriate treatment.
- 6. OTHER LABEL RELATED INDICATIONS.** We will reimburse you for the reasonable and customary costs for the treatment of approved label indications if you believe REVOLUTION isn't performing as labeled.

Important Safety Information: Do not use on sick, weak, or underweight animals. Use only on dogs 6 weeks and older. Use only on cats 8 weeks and older. Prior to administration, dogs should be tested for heartworms. In cats, side effects may include digestive upset and temporary hair loss at application site with possible inflammation. In humans, REVOLUTION may be irritating to skin and eyes. Wash hands after use. For more information, see the full Prescribing Information on back.

* Subject to program requirements outlined in this document.

** Guarantee applies to current product purchase from a veterinary hospital only. Cats and dogs qualify for reimbursement for all other indications after treatment with the first dose.

*** Dogs and cats under the age of 4 months are immediately eligible for the heartworm guarantee and dogs older than 4 months of age must be free of heartworm infection at the initiation of treatment to qualify. REVOLUTION recognizes that at the present time there is no accepted treatment of heartworm disease in cats, and will determine the need for supportive therapy on a case by case basis.

Zoetis reserves the right to modify this program at anytime for any reason. Call Zoetis Veterinary Medical Information & Product Support with Satisfaction Guarantee questions at 1-888-ZOETIS1 (963-8471).

† Dogs that have not previously received heartworm prevention, or those that have received inconsistent heartworm prevention, prior to starting REVOLUTION can test negative when therapy is initiated despite being infected. This can occur due to very low worm burdens, the inability of antigen heartworm tests to reliably detect infections less than 5 months post-infection, as well as the potential of macrocyclic lactones to delay the development of heartworms. As such, a single test, or 2 tests separated by 6 months after the initiation of a preventive regimen will miss some infections. At this time the American Heartworm Society recommends 3 consecutive "negative"^{1,2} apart to potentially classify dogs as heartworm disease "negative".^{1,2}

Zoetis acknowledges the above testing limitations; however, to be eligible for the guarantee, Zoetis only requires 2 antigen tests 6 months apart.

1. American Heartworm Society. 2010 Canine Guidelines: Diagnosis, Prevention and Management of Heartworm (*Dirofilaria immitis*) Infections in Dogs. January 2010

2. American Heartworm Society. Heartworm Prevention Resistance: Is it Possible? June 2010

