

Vaccine Support and Satisfaction Guarantee



We know that you have options when choosing vaccines to help keep your operation's most valuable assets healthy and productive. Choose a line of herd health products backed by the Elanco Cattle Vaccine Promise™. The promise includes a satisfaction guarantee and product support that gives you peace of mind as you switch to Elanco products for your herd's well-being.

SATISFACTION GUARANTEE*

If you're dissatisfied with the performance of an eligible Elanco vaccine product in the first six months after purchase, please contact your Elanco representative. Elanco will refund up to 100% of the original purchase price for any unused product and 50% of the purchase price for any used product. Simply complete and submit the Elanco Cattle Vaccine Promise Enrollment Form to Elanco at the beginning of your trial. Please see the Elanco Cattle Vaccine Promise terms and conditions for more details.

ONGOING SUPPORT

Our team is committed to helping you preserve the health of your animals and their future offspring. When you purchase Elanco vaccines, we are focused on reducing the risks as well as continuing to support you throughout your usage of Elanco vaccines. Your Elanco representative and technical consultants will work closely with you and your team to provide on-farm support. From providing support on the farm where you need it to implementing vaccines with your herd veterinarian, our team will help ensure a smooth transition to Elanco vaccines. You can feel confident your herd and its future are protected.

When you use Elanco vaccines in accordance with label directions, our diagnostic support team will be there to assist you and your herd veterinarian. While we do not anticipate any issues, if there is an adverse event, we will work with you to help identify the problem. Our technical consultants can work with you and your herd veterinarian to help resolve issues and improve practices related to vaccines. If you observe an adverse event, please call Elanco Product Support at 1-800-428-4441.

To enroll in the Elanco Cattle Vaccine Promise and get more information about Elanco vaccines, please talk with your Elanco representative. They can help you work with your herd veterinarian to integrate these solutions into your vaccination protocols.



Elanco vaccine labels contain complete use information, including cautions and warnings. Always read, understand and follow the label and use directions.

*See the Elanco Cattle Vaccine Promise terms and conditions for more details.



The Elanco Cattle Vaccine Promise™ Terms and Conditions

Immunity and immunization are complex medical processes that are dependent upon many factors beyond the vaccine itself. No manufacturer can guarantee exactly how an animal will respond to a vaccine. However, Elanco US Inc. (“**Elanco**”) guarantees how we support our customers. By enrolling in the Elanco Cattle Vaccine Promise (“**Program**”), the customer agrees to the following terms and conditions:

- 1) The Program is only available to customers in the United States who are using vaccines from Elanco. Existing Elanco vaccine product customers qualify for the Program with purchase of a new Eligible Product that the customer has not used in the previous two years.
- 2) The following Elanco vaccine products are eligible for the Program (“**Eligible Products**”): Bovine Ecolizer®, Bovine Pili Shield®, CI Perfringens Type A, Fusogard®, Lepto Shield®, Master Guard®, NUPLURA® PH, Pinkeye Shield®, ReproSTAR®, Scour Bos®, Somnu Shield®, Titanium®, Vib Shield®, Vira Shield®.
- 3) The following animal species are eligible for the Program (“**Eligible Cattle**”): bovine species.
- 4) The customer must purchase the Eligible Product from an Elanco-approved supplier or licensed veterinarian, use the product according to label instructions, and maintain documentation of the Eligible Product purchase and treatment records, including other vaccines or medications administered to the cattle receiving the Eligible Product under the Program.
- 5) To participate in the Program, the Program enrollment form must be received by Elanco from the customer prior to ordering the Eligible Product by the customer. Product purchased prior to the customer enrolling in the Program does not qualify for the Program.
- 6) “**Refund Eligible Product**” is (1) a product that the customer has purchased and used according to the terms and conditions of the Program for the Eligible Cattle; (2) the customer has submitted to Elanco the Elanco Cattle Vaccine Promise Satisfaction Guarantee Claim Form (“**Claim Form**”) within six (6) months of the purchase date of the Eligible Product by completing all fields required by the Claim Form and providing all information required by the Claim Form; and (3) Elanco has verified the completeness and accuracy of the information received as part of the Claim Form. Contact your Elanco representative or call **1-800-233-2999** for help with completing the Claim Form.
- 7) The Elanco Cattle Vaccine Promise Refund (“**Program Refund**”) is as follows: (1) for any unused product, the customer will receive a refund of the full price the customer paid for the Refund Eligible Product; and/or (2) for any used product, the customer will receive a refund of 50% of the price paid by the customer for the Refund Eligible Product.
- 8) The Program Refund does not apply to products received free of charge.
- 9) All package sizes of the Eligible Products qualify for the Program Refund.
- 10) The customer must provide proof of purchase of the Eligible Product to receive the Program Refund.
- 11) Elanco reserves the right to perform an adverse event and/or disease diagnostic investigation at Elanco’s expense. The customer agrees to cooperate with Elanco, provide Elanco with the information requested by Elanco and with access for Elanco staff to the customer facility and the affected cattle if requested by Elanco.
- 12) Elanco reserves the right to withhold the Program Refund request based on incomplete or incorrect information, and/or the customer’s failure to follow the terms and conditions of the Program.
- 13) The Program does not apply to and Elanco shall not be liable for (1) off-label usage of the product; (2) any damages caused as a result of the improper handling, misuse or abuse of the product; (3) the willful misconduct or negligence of any third party; and/or (4) any indirect, punitive, special, incidental or consequential damages.
- 14) Program Refund, as described in the Program terms and conditions, is the sole and exclusive remedy for any and all customer claims related to the Program. Elanco’s liability is limited to the value of the products purchased by the customer, excluding the products received by the customer free of charge, and as limited by the Program Refund. ELANCO SPECIFICALLY DISCLAIMS ALL WARRANTIES, EXPRESSED AND IMPLIED, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. Elanco is not liable, whether in contract or tort, for any loss of profits, or other special, punitive, incidental, consequential or indirect damages that may arise in connection with the customer’s participation in the Program.
- 15) Elanco reserves the right to modify the terms and conditions of the Program or cancel the Program at any time.