

## **ELANCO 45-DAY SATISFACTION GUARANTEE**

We stand behind our products and quality controls. If you are not satisfied with the labeled performance of an Elanco non-prescription pet health product (including, but not limited to, Advantage, Advantage II, Advantage XD, Advantage Defend, Advantage Defense, K9 Advantix, Advantus, Cheristin, K9 Advantix II, K9 Advantix Defend, or Seresto products) that you purchased from one of our authorized sellers in the United States, you may request a refund or replacement product within 45 days of the date of purchase.

### **Eligibility Criteria**

Eligible products were used, at all times, according to label directions.

Please note that because we are unable to control the quality of products sold by unauthorized sellers, unless otherwise prohibited by law, the Guarantee is not available for products purchased from unauthorized sellers, including unauthorized internet sites. The Guarantee is also limited to original, end-user purchasers in the United States.

### **How To Claim The Guarantee**

If you purchased your product from one of our authorized sellers, we ask that you first contact the seller from which you purchased your products to inquire about its return policy. If you are unable to return your product to the authorized seller or are not satisfied with the seller's resolution, please contact us at +1-888-230-9755 and have information available regarding where and when you purchased your product. You may also be asked to provide proof of purchase, submit photos of your product or its packaging, or provide other information to assist Elanco in processing your request.

You must submit your Guarantee request within 45 days of the date of original purchase. Please note that you are responsible for costs incurred in mailing your product and proof of purchase.

### **Guarantee Guidelines**

Elanco reserves the right to verify information, require a valid proof of purchase, and to deny Guarantee requests in its discretion, including in cases of misplaced or lost products by you, damages to products caused by you, counterfeit products, suspected fraud or where Elanco concludes that the purchaser has abused the Guarantee. Elanco may amend or terminate the Guarantee at any time without notice.

If you have any questions regarding whether a seller is an authorized seller of our products, please contact us at: +1-888-230-9755

Effective: July 7, 2025