

# FAQs

## What vaccinations are provided Free in my Best Mates membership?

Vaccinations included are the entire course of Annual vaccinations that would normally be prescribed for your pet during their active membership.

The vaccinations prescribed are to be determined by the Apiam Animal Health veterinarian according to the age, health, and vaccination history of the member pet and recognised vaccination protocols. Vaccinations that may be prescribed as part of this program provide protection against the following diseases:

**Canine:** distemper, hepatitis, parvovirus, parainfluenza and bordetella bronchiseptica.

**Feline:** Feline Immunodeficiency virus, Feline leukaemia virus, Panleukopaenia, Herpesvirus, Calicivirus and Chlamydia.

## Where is my Best Mates membership valid?

Best Mates Membership benefits are valid at all participating Apiam Animal Health Fur Life Vet clinics throughout Australia and where the participating clinic normally provides or retails the products or services listed.

## What if my pet passes away?

Where a member animal dies members may request a refund of membership fees by written notification to the Fur Life Vet Veterinary Clinic where the membership was purchased.

In such circumstances members will be entitled to a reimbursement of the difference between the normal value of the goods and services obtained through the Best Mates Program and the total of the annual membership payment.

Best Mates terms and conditions can be viewed at [furlifvet.com.au/bestmates](http://furlifvet.com.au/bestmates) or a printed copy can be requested at a participating Fur Life Vet clinic.

\*Terms & Conditions apply visit [furlifvet.com.au/bestmates](http://furlifvet.com.au/bestmates)

\*Prices include GST

# FUR LIFE Vet BEST MATES

*Total Care for your pet*

**A Best Mates membership provides total care for your pet and peace of mind for you!**

With unlimited **FREE** vet consults along with either a **FREE** desex or **FREE** dental scale & polish plus **FREE** vaccinations and loads of other great benefits our Best Mates program is designed to keep your pet healthy and happy for life!

**Ask about Best Mates today!**

FUR LIFE  Vet

[furlifvet.com.au/bestmates](http://furlifvet.com.au/bestmates)

# FUR LIFE Vet BEST MATES

*Total Care for your pet*

Keeping your pet healthy and happy for life



FUR LIFE  Vet

healthy pets, happy lives

# What is Best Mates?










**Best Mates** is Fur Life Vet's preventative and protective healthcare program designed to keep your pet healthier and happier for longer.

**Best Mates** is not a pet insurance plan, the annual program provides you with **real savings** across regular veterinary expenses such as vaccinations, desexing, dental work and medications.

**Plus unlimited FREE consults! \***



## Membership Benefits\*

-  **Unlimited FREE Consultations**  
Never pay a consult fee, only pay for your discounted medication if required.
-  **Discounted Meds & Professional Services**  
**10% discount on all medications & 10% discount** on professional services including pathology, surgery & hospital treatment during standard clinic hours.
-  **FREE Vaccinations**  
Your dogs annual or triannual vaccination OR your cat's vaccinations tricat, ducat and FIV as required.
-  **Discounted Parasite Control**  
**15% discount** applied on the purchase of parasite control products including the Proheart SR12 injection.
-  **FREE Health Screen Blood Test**  
A great tool for identifying diseases at the earliest stage possible.
-  **Discounted Food & Merchandise**  
**15% discount** on all food and merchandise sold through the clinic.
-  **FREE Dental Or Desexing**  
Dental Assessment, x-rays as required and comprehensive clean OR Spey or Castrate.
-  **Discounted Grooming**  
**20% discount** for all members.
-  **FREE Microchip**  
If your pet becomes lost then you are far more likely to become reunited if he or she is microchipped.
-  **FREE Nail Trims**  
**Unlimited free** nail trims for the duration of their membership.

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### Are Afterhours Consultations included?

Free consultations apply to standard consultations. All consultations will require an appointment and are to be scheduled during normal clinic hours. The unlimited free consultations are not eligible during public holidays, after the clinics normal operating hours, house calls, veterinary specialist or behavioural consultations.

### What is included in the free dental?

The free dental includes scaling to remove tartar build-up and a polish plus a dental and gum health assessment including dental x-rays. If dental disease requiring more extensive action, such as dental extractions is identified Best Mates members receive 10% off these procedures.

### What is included in the free health screen blood test?

Health Screen Blood test includes a Complete Blood Count, checks for diabetes, kidney function, liver function, some muscular diseases and some metabolic diseases. Plus an SDMA test that can detect kidney disease in cats and dogs months or years earlier than standard screening technologies.