

RSPCA understands that there will be some instances where a newly adopted pet will become unwell after leaving the RSPCA and settling into a new home. To assist your new companion in maintaining optimal health and wellbeing, please take time to read through your adoption pack, which contains information on nutrition and care of your new pet.

Although RSPCA NSW does everything possible to avoid the presence of infectious diseases at our facilities, there are some pets that leave our care in a healthy condition and then go on to develop an infectious disease. This is very similar to the situation where people are exposed to someone with a common cold and do not develop the signs of the cold until several days later.

RSPCA NSW provides a warranty for our adopted pets to cover such circumstances. The warranty applies to RSPCA NSW animals adopted through RSPCA NSW Shelters, Care Centres, Branches and affiliated Petbarn outlets, and is very specific in that it only provides assistance for infectious medical conditions that are likely to have arisen as a result of your pet being in an animal care facility prior to adoption.

This warranty **does not** apply to other household pets.

The following conditions apply to this warranty:

- Your adopted pet must be presented to a veterinarian for treatment within fourteen (14) days from the date of adoption.
- Only infectious medical conditions the animal may have acquired whilst in the care of RSPCA NSW, and have not been identified as pre-existing conditions, will be covered. For cats and dogs these conditions include Canine Cough or kennel cough, parvovirus enteritis, cat flu, ear mites, ringworm and diarrhoea caused by internal parasites and coccidia. All other medical conditions are excluded and will be the responsibility of the new owner.
- If you take your pet to an RSPCA NSW Veterinary Hospital, RSPCA will meet the full cost of veterinary treatment to a maximum of \$1,000.
- If you choose to take your pet to a private veterinarian who is affiliated with the RSPCA NSW, RSPCA will meet 80% of the cost of veterinary treatment to a maximum of \$800.
- If you choose to take your pet to a private veterinarian not affiliated with the RSPCA NSW, RSPCA will meet 50% of the cost of veterinary treatment to a maximum of \$500.
- All payments for private veterinary services will require you to pay for the services up front and make a claim to RSPCA NSW, unless the private veterinarian has made prior arrangements to submit claims to RSPCA NSW. Not all private veterinarians affiliated with RSPCA NSW have made such arrangements.

In Summary:-

- If a medical condition arises and a visit to a veterinarian is needed, make an appointment at an RSPCA NSW Clinic or Hospital during normal consultation hours (listed on the Adoption Health Check Card) or make an appointment with a private veterinarian if this is not possible.
- Check to see if your warranty is still in force within the 14-day period from the date of adoption.
- Check your warranty to confirm what is covered.
- Take the “Letter to Veterinarian” when you make an appointment. After examination of your pet the veterinarian will be able to advise you if your pet has one of the conditions covered by the warranty.
- Note - you will need to pay for treatment at time of consultation with your own vet and then provide a claim for reimbursement from RSPCA NSW by following the claim submission instructions. Please note claims will need to be accompanied by an official receipt from the veterinary practice, a statement from the attending veterinarian identifying your pet, and details of the condition your pet was treated for.

A list of RSPCA NSW and RSPCA NSW-affiliated veterinary hospitals is attached to this letter for your ease of reference. Warranty Claim forms are available on our website <https://www.rspcansw.org.au/adoption-claim-warranty/>

We hope you and your new pet have a long and happy relationship together and that you have no cause to use this warranty.

The animal you are about to examine has been adopted from the RSPCA NSW and has a warranty cover for specified infectious medical conditions for 14 days from the date of adoption.

All dogs and cats adopted through the RSPCA NSW are rehomed with a fourteen (14) day Warranty for certain infectious medical conditions.

These conditions are:

- Canine Parvovirus
- Canine Cough (or kennel cough)
- Cat flu
- Ringworm
- Ear mites
- Diarrhoea caused by internal parasites or coccidia

The following conditions apply to this warranty:

- The pet must be presented to a veterinarian for treatment within 14 days of adoption.
- Only the infectious medical conditions listed above are covered.
- All other medical conditions are excluded and are the responsibility of the new owner.
- If you are a private veterinarian or veterinary practice who is affiliated with the RSPCA NSW, the RSPCA NSW will meet 80% of the cost of veterinary treatment to a maximum of \$800, where your total costs for the veterinary treatment of the adopted animal are \$1,000 or more.
- If you are a private veterinarian or veterinary practice and are not affiliated with the RSPCA NSW, the RSPCA NSW will meet 50% of the cost of veterinary treatment to a maximum of \$500, where your total costs for the veterinary treatment of the adopted animal are \$1,000 or more.
- All payments for private veterinary services require the owner to pay for the services up front and then make a claim to RSPCA NSW for reimbursement unless the private veterinarian has made prior arrangements to submit claims to RSPCA NSW. Only private veterinarians affiliated with RSPCA NSW are eligible to make such arrangements.

So that your client is eligible for reimbursement as the treating veterinarian you need to:

- Provide a statement that identifies the cat or dog (including microchip number, description of the animal and weight of the animal) and provides your diagnosis inclusive of any supportive tests done. The date the animal was initially presented to you for this condition must be stated. A computer-generated printout from your hospital management system that includes this information will suffice.
- Provide the client with a receipt that identifies the veterinary services and treatments rendered along with a breakdown of the cost of each.

Veterinary practices or veterinarians affiliated with RSPCA NSW should contact the RSPCA NSW should they wish to make arrangements to submit claims directly to RSPCA NSW.

For enquiries, please contact RSPCA Hospital Sydney

Phone 02 9770 7575

Email: petwarranty@rspcansw.org.au