

**Oak Valley Animal Health
Routine Care Packages
FAQ**

- The starter package covers one pet, any additional pet must be on a separate plan.
- You may purchase any add-on, once a pet is enrolled in the starter plan.
- Each package will bill individually. For example, you will see separate charges for each Senior, Premium, or End of Life. Any Basic add-ons will bill combined with the starter package. For example:
 - Fido is on the starter plan, with parasite protection. Joe Smith will see two charges on his statement: \$41.73 (Starter) & \$31.03 (Basic add on).
- End of Life Planning will only bill for one year, after that it will be converted to a \$0 plan. All amount paid will remain as a credit on the account.
- All products and services must be used in by the anniversary of the plan, nothing will carry over at renewal.
- All plans will automatically renew.
- All plans are billed monthly, unless you choose to prepay for the entire year.
- All exams must be scheduled, and do not include any urgent or emergency care appointments.
- Dentals must be scheduled for a minimum of 6 months, but no longer than 10 months in advanced.
- For new/unfamiliar clients, Simparica or Trio will be given out in single doses for the first three months, and will get a weight each time. Then they can get three more months. As long as they are in good standing, they can get the last 6 months.
- Billing dates are available on the 1st and the 15th. If billing falls on weekend or holiday, accounts will be charged the following business day.