



DEFINITIONS:

Accident, accidental or accidentally	Means a sudden, unforeseen, and unintended event causing injury to your pet.
Excess	R200 per accident

1. What We Will Contribute Towards:

Assistance is provided as a result of Accidental injuries where the Accident must be a direct consequence of at least one of the following:

1. Motor vehicle accident
2. Burn or electrocution
3. Fall from an elevated position
4. The actions of another animal
5. Swallowing a foreign object requiring surgical or endoscopic removal
6. Snake bite
7. Allergic reaction to an insect bite other than tick or flea bites
8. A fracture
9. A broken bone
10. A traumatic ligament or tendon injury
11. Lacerations, abrasions or wounds.

2. What We Pay:

We will reimburse 100% of eligible vet expenses (provided by a registered vet) less a R200 excess per accident. Assistance is limited to a maximum of R2 000 (incl. VAT) per household registered (irrespective of the number of cats and dogs in the household), per 12 calendar month period from the date of initial registration or qualification.

3. What We Do Not Contribute Towards:

- a) Voluntary euthanasia, disposal, burial or cremation of a deceased Pet
- b) A malicious act, deliberate injury or gross negligence caused by you or anyone living with you
- c) Treatment for an accident that occurred before you registered with MyPet or within the first two calendar months after registration
- d) Treatment of your pet should you not meet the requirements to qualify for assistance (see point 5)
- e) Treatment your Pet has received after the offer has ended

Please Note: These benefits are not transferable to another Pet owner.

4. How To Apply for Assistance

What you need to do:

All application should be submitted and received by MyPet within sixty (60) days of the vet treatment being provided.

1. Print out your assistance form (available on our website) and take it with you to the vet.
2. Pay the vet.
3. Fill out your application form and have it signed by your vet.
4. Send:

- a. **The Application Form**
- b. **The Detailed Vet Invoice**
- c. **Proof of Payment**

 **E-mail to:** support@mypet.co.za

 **Post to:** MyPet. P.O. Box 94, Kloof, 3640

 **Hand to:** Driver on next delivery

5. Terms Of Assistance:

- a) Your account must be **Active**. ("Active" is defined as a minimum of 1 food order in the past 2 full calendar months, with an average spend of R350 per month).
- b) Your **Account** with MyPet must be in good standing **at the time of the accident**. (**No outstanding payments**, except in the case of a valid debit order agreement in place).
- c) Each pet must be **registered** with MyPet in order for it to qualify for assistance. (Waiting period is 2 full calendar months for a new pet. I.e. If your pet is registered on 12 June 2017 the waiting period is until 31 August 2017).