

OurVet Complete Care

Plan to keep your best friend healthy



Annual dog wellness plan

BestFriends
The best in pet care

OurVet
OPEN 7 DAYS

Welcome to the program

As a member of the Complete Care program, regular visits to the Our Vet team are made easy. You can book consultations as many times as you like across the year, with any dog question big or small.

Your dog will also benefit from full twice yearly examinations, regular vaccinations, tests and dental treatment, providing you the best care combination for your dog's health and wellbeing.

Complete Care has your dog covered from head to tail.

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Your dog will receive:

- FREE unlimited vet consultations
- FREE vaccinations
- FREE annual dental care and cleaning procedure
- FREE full body exam twice a year
- 10% off all other vet services
- 20% off the normal retail price every day at Best Friends[^]
- PLUS much more...

FREE vet consultations all year

Services covered	Your Dog
Vaccinations (adult yearly C5)	✓
Vaccinations (puppies up to 3 for C5 protection)	✓
Unlimited nail clips	✓
Dental scale and polish, one per year*	✓
Microchip if required	✓
10% discount on ALL other services, products or medications provided by Our Vet (includes desexing)	✓
Breed disposition consultation	✓
Weight management consultations	✓

Annual internal health screen

Services covered	Your Dog
Wellness blood screen or pre-anaesthetic test	✓
Urine examination	✓
Once yearly faecal examination (parasites)	✓
Heartworm test (adults)	✓

All consultations include a 12 point body system examination

Services covered	Your Dog
1 Eye exam	✓
2 Dental exam	✓
3 Skin and coat assessment	✓
4 Body weight assessment including Body Score	✓
5 Cardiac and lung examination	✓
6 Ear, nose and throat assessment	✓
7 Anal area assessment (including anal glands)	✓
8 Reproductive and urinary system assessment	✓
9 Abdominal examination	✓
10 Lymph node examination	✓
11 Joint status/early arthritic change	✓
12 Comprehensive VetMap health report	✓

* applies to grade 1 dental disease where there is tartar and no gingivitis and includes fluid therapy support. Complete care members will have the cost of a grade 1 dental procedure deducted from the cost of higher grade dental procedures

[^] Cannot be combined with any other offer

+ if joining plan at or before SECOND Puppy Pre-School attendance

Realise the savings

Complete Care FREE consultations are only the start. With an Our Vet inside every Best Friends store, every member of the program also receives 20% off the normal retail price of absolutely everything, every day of the week.

From the most suitable and nutritious food for your dog, to toys, bedding, treats and treatments, your saving applies to every visit.

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Your dog will receive:

- 20% off the normal retail price of all food including prescription diets[^]
- 20% off all flea, tick and worming treatments[^]
- 20% off grooming every day[^]
- FREE 5 week puppy pre-school valued at \$75 at Best Friends⁺

FREE consultations and care are only the start...

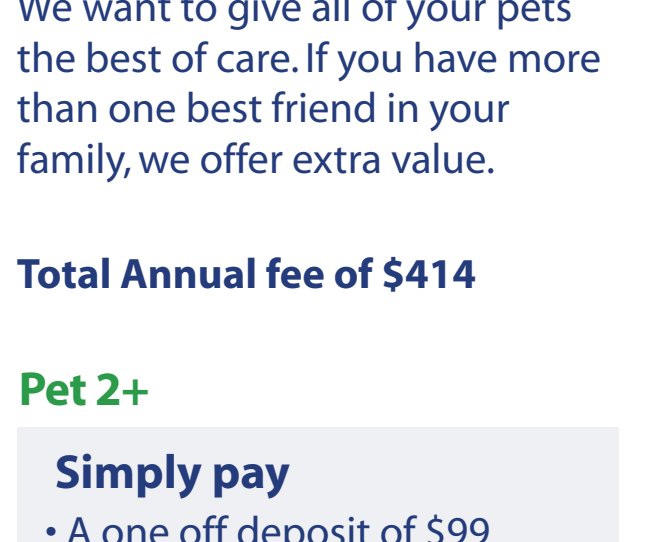
You'll also receive a complete range of benefits, providing you peace of mind when it comes to your best friend's health & wellbeing.

Total Annual fee of \$460

Pet 1

Simply pay

- A one off deposit of \$110
- A monthly fee just under \$32



Over \$1000* in value on vet services alone

We care about every pet in your family...

We want to give all of your pets the best of care. If you have more than one best friend in your family, we offer extra value.

Total Annual fee of \$414

Pet 2+

Simply pay

- A one off deposit of \$99
- A monthly fee just under \$29

Complete Care customers are already enjoying the benefits

"There's nothing I would change about this program. It's great value for money. Your staff are very friendly and it makes every visit worthwhile." **Emily.**

"I love it! I can't speak highly enough about the staff and the vet services. They are friendly, warm, welcoming and give me the peace of mind I need!" **Rex.**

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Talk to one of our team to discover the benefits of becoming a member today

* For more details and full terms and conditions visit: www.bestfriendspets.com.au/complete-care