

FAQ's

ADOBE VETERINARY CENTER'S EQUINE WELLNESS PROGRAM

1. Are the Wellness Plans pet insurance, and is there a deductible?

No. Our Wellness Plans are not insurance plans, and no deductibles are involved. The Wellness Plans are meant to ensure that your pets receive the annual preventive care they need, which allows them to live a long and happy life.

2. What happens if I don't use all the services included in the Wellness Plans?

If you don't use all the services offered in the Wellness Plans, they will expire when the Plan expires. There are no substitutions or refunds given on unused services. It is up to you to bring your pet in for their services before the Plan ends. Any services and products not included in the wellness plans will be an added cost to the owner.

3. Do wellness Plans cover all my pet's needs?

Our Wellness Plans cover preventive care for your horse. If your horse becomes sick; injured; or requires any service, product, or medication not covered under the Wellness Plan, those extra services and products will be an additional cost to you, the owner.

4. Can I cancel my Plan?

You may cancel your Wellness Plans before the end of its term. However, please note that you are responsible for paying the remaining balance on your Plan or the full retail value of the services covered in the Plan, minus the payments you've already made - whichever ends up being less.

5. Can I transfer the Wellness Plan to another horse if I sell my horse?

Wellness Plans are not transferable to another horse. If your horse is sold before fulfillment of the wellness program, the remaining services of the program may be transferred with the horse and be available for use by the new owner if they are located within the Adobe Veterinary Center practice area or if the new owner chooses to haul the horse in for these visits. No refunds or substitutions will be made for unused opportunities.

6. What happens if my horse passes away before all the components of the plan are used?

In the event your horse should pass away before fulfillment of the wellness program, we will alter your account on a pro-rated basis. We will calculate the full retail value of the services covered in the Plan that you have used, minus the payments you've already made and adjust the costs accordingly. Depending on how many services you have used and how many payments you have made, we may owe you money or you may owe us money.

7. Am I able to pay for a Wellness Plan in full? And what forms of payment are accepted?

You can either pay for your Plan in full, or pay monthly payments. If you pay in full, we will waive the \$69 enrollment fee. Monthly payments can be made with a credit or debit card. Checks are only accepted for full payment at enrollment. Checks are not accepted for monthly payments. Care Credit cannot be used for Wellness Plans.

8. What happens to my credit card is declined or expired, and I miss a payment?

If for any reason your card is declined on the day your payment is scheduled, someone from our Team will notify you within 48 hours, and a \$25 fee will be charged in addition to the amount of your monthly payment. We will continue to attempt to process payments on that same card if we don't hear from you. If a second payment is missed, and we cannot reach anyone to update the payment method, the Plan will be terminated. You, the pet owner, are responsible for paying the remaining balance on your Plan or the full retail value of the services utilized in the Plan, minus the payments you've already made - whichever ends up being less. If the remaining balance of your Wellness Plan is not paid within 30 days of the Plan's date of termination, the balance due will be submitted to our collections department

9. Do Wellness Plans renew automatically at the end of the 12-month term?

At the end of your Wellness Plan's 12-month term, it will renew automatically for another 12-month term unless the Plan has been terminated 30 days prior to the end of your Wellness Plan's term. If you do not contact us within the allotted time, your Plan will be automatically renewed for a consecutive 12-month term. Enrollment fees are waived for automatic renewals.

10. Can Wellness Plans be purchased and given as gifts?

Yes, Wellness Plans make great gifts. The recipient of the Wellness Plan must be in agreement, and he or she is required to agree to the Terms and Conditions of our Wellness Plans