

PO Box 708  
2500 Innovation Way  
Greenfield, IN 46140  
U.S.A.

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Companion Animal Health

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Dear Valued Client:

Elanco is a leading manufacturer of FDA-approved veterinary pharmaceutical products, including Comfortis® (spinosad) and Trifexis® (spinosad + milbemycin oxime). These products are restricted, under federal law, for use only by or on the order of a licensed veterinarian.

Elanco has maintained a strict policy that limits the distribution of our products to licensed veterinarians. Unauthorized sources of Elanco products, including Internet, big box retail and warehouse club pharmacies do not purchase Elanco products from Elanco or any of our authorized veterinary distributors.

It has come to our attention that some of these online and retail pharmacies are tampering with our packaging to avoid adherence put in place to ensure our strict quality standards. This includes defacing original packaging and/or repackaging tablets in non-tested bottles and paper or plastic bags. Once removed from their intended packaging, we can no longer account for the distribution of our products.

To ensure product efficacy and quality, we strongly recommend you purchase Elanco products only through your veterinarian. If a product is purchased outside of the veterinary-client-patient relationship, the following may occur:

- The product may have been outside a documented chain of custody and we cannot ensure it has been handled according to label requirements
- A product acquired through unauthorized sources, with or without a prescription, will not qualify for any product guarantee reimbursements or be eligible for any consumer promotional offers
- We cannot guarantee the product hasn't been tampered with in some way
- The product may have been defaced and important information may be missing
- The product may be counterfeit

Since 2010, Elanco has identified close to 400 veterinarians/diverters who failed to meet our corporate sales policy and their ability to purchase Elanco Companion Animal products has been revoked. Elanco is constantly evaluating new ways to identify and stop those who choose to participate in this deceptive action.

We are committed to bringing high-quality, innovative products to pets. We believe your veterinarian is your best resource in recommending these products to you — and in keeping your best interests at heart. We encourage you to purchase veterinary products through your veterinarian, who is trained to make the best recommendations for you and those you love.

Sincerely,

  
Stephen A. Connell, DVM  
Director of Technical, Academic and Consumer Services