

IDEXX Test Promise Terms and Conditions

If an IDEXX test does not perform as stated in our published specifications, call IDEXX customer support and we will credit your IDEXX Points account with 100% of the value of the IDEXX consumable product used to perform that test and/or 100% of the value of the IDEXX Reference Laboratories test, subject to the terms and conditions below.

IDEXX Points program details

The IDEXX Points program allows customers to earn points based on reimbursement received through the IDEXX Test Promise, as well as through several other points-earning programs. Each IDEXX Point is equal in value to one dollar that can be used to purchase IDEXX products or services, such as in-house analyzers and associated reagents, IDEXXCare Plus, SNAP® tests, diagnostic imaging systems, Cornerstone® Practice Management Software, IDEXX Reference Laboratories testing, and more. For more details and spending opportunities, visit idexx.com/points.

IDEXX Test Promise details

Incidents must be reported within 30 days to claim IDEXX Points. IDEXX may request data or ask you to provide patient data or date of test run/submission prior to crediting your IDEXX Points account. In-house diagnostic compensation is based on the full retail value of the individual product's list price at IDEXX. For instance, if one test out of a multitest package does not perform as promised, we will credit your account based on the list price of the single test. IDEXX Reference Laboratories compensation is based on the price paid, not the list price.

Product coverage

The following products and services are eligible for coverage: IDEXX Reference Laboratories tests; all Catalyst One™ Chemistry Analyzer and Catalyst Dx® Chemistry Analyzer slides and CLIPs; VetTest® Chemistry Analyzer slides; ProCyte Dx® Hematology Analyzer, LaserCyte® Hematology Analyzer and IDEXX VetAutoread™ Hematology Analyzer tubes; SediVue Dx® Urine Sediment Analyzer sample runs; IDEXX UA™ Strips; VetStat® Electrolyte and Blood Gas Analyzer cassettes; Coag Dx™ Analyzer cartridges, and SNAP® tests used alone or in conjunction with SNAP® Reader, SNAPshot Dx® Analyzer, or SNAP Pro® Analyzer.

Exclusions

Items covered by IDEXXCare Plus and replacement parts are not eligible for reimbursement. Issues due to operator error are also not covered. Please see our IDEXX Reference Laboratories standard terms and conditions located in the Directory of Services.

Other terms and conditions

The IDEXX Test Promise is effective in North America only, and your practice is automatically enrolled to receive IDEXX Points if a test does not perform as promised. IDEXX reserves the right to modify or end this program at any time without notice.