



Identipet
SINCE 1989

The Identipet React Protect & Protect Plus

In association with Legacy Pet Crematorium

Identipet React and Protect Subscriptions

Terms and Conditions

This document, together with your subscription schedule, any written correspondence or agreements, form the basis of the contract between you (the member) and Identipet (Pty) Ltd.

It is important that you read and understand these documents and make sure that all the information supplied by you, or anyone acting on your behalf, is correct and complete.

This contract is based on the information provided during the application process as well as during any amendments made to this contract, which determine the services and benefits we provide you, the subscription fee we charge and the terms and conditions applicable to your bundled services subscription plan. If any information has been withheld or misrepresented, this will affect the validity of the agreement and the outcome of any services and benefits. All fees paid will be forfeited.

Before your React/Protect pet protection starts, you will need to agree to the services, subscriptions, fees, terms and conditions, start and payment dates. Your subscription will start on the start date contained in your signed agreement and your protection and benefits will start immediately. The selected Legacy Pet Crematorium cremation service will only become effective on a subscription basis after the first 3 (three) months of successfully paid and received subscription fees.

This policy document contains the terms and conditions that govern the agreement which forms an essential part of any documents we have sent to you.

General Conditions

Misrepresentation

The member or any person acting on the member's behalf must provide true, correct and accurate information at all times in relation to all aspects of the React/Protect pet protection journey, prior to Identipet Protect protection as well as during the protection period.

Any incorrect information, false information, material misrepresentation, mis-description or non-disclosure of any kind will affect the validity of the agreement and affect the services and benefits that we provide you.

Microchipping of pet for identification purposes

We require our pet family to be identifiable in case of being lost or requiring services and therefore we require that your pet be **microchipped and registered** on the Identipet database so that your pet can easily be identified and reap the full benefits of our services.

Cremation Benefit Waiting Period & Service Level

All new subscriptions shall be subject to an initial 3 (three) month waiting period for activation of the selected Legacy Pet Crematorium cremation benefit.

During this waiting period, you will be entitled to all other bundled services and benefits of the subscription. Only after the 3 month waiting period will the selected Legacy Pet Crematorium cremation service be active and valid as part of the subscription.

Only cats and dogs under the age of 8 years at the time of subscription sign-up will be eligible for cremation cover, that is, no cover for dogs/cats over the age of 8 years.

Legacy will either collect your pet themselves or arrange for a suitable courier company to collect and transport your pets' body to the nearest cremation facility if you live outside of Gauteng, KZN or the Western Cape.

This will happen as soon as possible but no later than 5 days after Legacy Pet Crematorium is notified. In the event that your pet dies at home and Legacy Pet Crematorium cannot get to your house immediately, you will need to get your pet's body to your nearest veterinary hospital where mortuary facilities are available. You must contact Legacy Pet when your pet dies to receive a cremation voucher which must be given to your veterinarian. If you have chosen to receive your pet's ashes back, Legacy Pet Crematorium will ensure that the cremated remains are returned to you within 7 days of the collection date.

Subscription Payment

It is your responsibility to ensure that your subscription fees are successfully paid by debit order on the agreed payment date every month. Subscription fees are subject to annual escalations in accordance with inflationary and value added tax increases. Identipet will provide you with reasonable notice where these increases apply.

Subscription Fee Not Paid

The Identipet Protect service is a month-to-month subscription service.

All services and benefits provided will end on the final day of the period for which the member last paid the subscription fee. If the subscription fee is not paid on the scheduled payment date, your Identipet React/Protect membership will be canceled after two consecutive non-payments.

Where payment of the subscription fee is made after a 7 day grace period, this will amount to a default in payment and the subscription will be deemed to be a new subscription and the member will only be entitled to the services and benefits after the initial 3 month waiting period on the selected Legacy Pet cremation benefit.

If the member cancels or stops the debit order, it will be deemed that the member has canceled the Identipet subscription service and will not be entitled to the 7 day grace period. The benefits of the subscription service, together with all benefits and rewards will immediately cease and come to an end. Should the member wish to reinstate the subscription thereafter, the subscription will be treated as a new subscription and the services and benefits will only be applicable after the initial 3 month waiting period on the selected Legacy Pet cremation benefit.

Cancellation of Subscription

You may cancel your subscription at any time and with immediate effect.

In the event we receive a written or verbal instruction from any person other than you to cancel your subscription, we will first contact you telephonically to confirm the validity of the instruction before your subscription is canceled. If we are unable to contact you, the subscription will remain active.

We may cancel your subscription by giving you 30 days' notice. We will also be entitled to cancel the subscription immediately in the event of a material breach of the terms and conditions contained in this policy or any other correspondence sent to you, and/or if we are entitled to do so by law.

Should you cancel or stop the debit order, your subscription will be canceled immediately. Your subscription will end on the last day of the period for which we received payment.

Changes to Subscription and Policy

Change in Circumstance

You must inform us immediately of any changes to your circumstances. Such circumstances include changes to any information relating to:

- Your personal information
- Your schedule / debit order date
- Your financial position

Changes to Agreement

We may change your subscription at any time by giving you a 30 day notice. This includes changes to the wording of the terms and conditions, services and benefits provided as well as your subscription fees. Should we amend the wording of the terms and conditions, the new wording will be effective from the date indicated on your notification and will replace all previous wordings of the terms and conditions.

In the event of any legislative changes which have a material impact on your subscription, we will make the required changes and notify you by providing you with reasonable notice.

Change to Subscription Plan

You may upgrade your subscription plan type at any time after the initial 3 month waiting period by informing us of your intention to do so. We will assist you with the upgrade and inform you when your benefits and rewards will be applicable.

The following applies when amending your subscription plan type:

- The age of your Pet cannot exceed 8 (eight) years (nine years old at the date of your pet's next birthday) when you upgrade from the React plan to another plan type.
- When you upgrade to another plan type, new Waiting Periods will apply.



Subscription Plans

Identipet React & Protect Subscriptions

Service	React from R39 per month	Protect from R89 per month
Pet Rescuer Network	✓	✓
Rewards	✓	✓
Grooming Paybacks	✗	✓
Pet Advice	✗	✓
Communal Cremation	✗	✓
Add Return of Ashes	✗	✓ R149 per month



Identipet (Pty) Ltd (1999/025765/07)

Provider of the Pet Rescuer Network and Rapid Alert services

Identipet has been reuniting pets and their owners for 30 years. Identipet provides microchips and community based tracking technologies that is able to allow for the maximum probability of being re-united with your pet that has gone missing.

A microchip contains a unique number. When scanned at one of Identipet's scan locations (typically vets, animal welfares, security companies and some residential HOA's), this number then links to the Identipet National Animal Database which holds the owner's contact details. The unique Rapid Alert system then delivers details about the location of your pet directly to your mobile device that is listed on the Identipet National Animal Database.

In addition to holding the data, that data must be accessible in order to re-home lost animals. Identipet never closes, and data is available 24/7 in 4 different ways including a 24 hour "after hour's operator" service and via www.identified.com. If any of your pets are microchipped with another company's microchip, Identipet can gladly hold this information in your owner/pet profile along with your other Identipet protected pets.

Identipet securely holds thousands of such microchip numbers and data in the Identipet National Animal Database which is the largest animal database in Africa.

Identipet is more than just a microchip, it's a unique system that offers:

- An actively managed database
- A world class mobile app
- Rapid Alert™ – you are immediately notified by SMS when your lost pet is scanned at a vet, welfare organisation or other scanning facility that is part of our Pet Rescuer Network.
- Trace Back™ – Identipet microchips are registered to your vet at the time of delivery, so the microchip is traceable to your pet at all times.

Identipet App Features:

Identipet React unlocks in-app features that any future updates to the Identipet pet app have, such as E-VAC cards, where you can keep track of your pet's vaccinations and the BetterPet™ Management Plan which tracks your pet's basic preventative health care, with reminders for anti-parasitic medications etc.

Pet Rescue

Access to our Pet Rescuer Network™

If your pet goes missing you can be reassured that we have thousands of registered Pet Rescuers in suburbs around South Africa, who will be alerted to the emergency if they live within a 5km radius of where you indicate that your pet went missing. The notification will include a poster and select contact details chosen by you. We are constantly building this network.

Pet Rescuer Professionals

The Pet Rescuer professionals are a group of dedicated people who make it their priority to actively search and care for lost pets. It includes special interest groups, vets, animal welfares and security companies. A separate SMS alert goes to the Pet Rescuer professionals in your area when an SOS is activated by you. SOS alerts can be activated on the mobile app (compatible on Android and iPhone but *not* HUAWEI) or the Identipet Animal Management System (AMS).

See www.app.live.identipet.org/ for the AMS.

Legacy Pet Crematorium (Pty) Ltd (2013/101002/07)

Cremation Services

Legacy Pet Crematorium believes that all pets are family and deserve to be treated as such.

Legacy Pet Crematorium has been providing pet cremation services for over 25 years in Gauteng, KwaZulu-Natal, Free State and Mpumalanga, and recently opened a brand-new dedicated pet crematorium in Cape Town in 2020.

Their ethical approach, commitment to a compliant operation and unwavering belief that all pets are family has ensured that no pets have ever been dumped in a landfill by them in 25 years, despite increased operating costs.

Our pets give us so much love and are faithful friends to the end. It is only right that when their time comes, we respect all that they have done for us and acknowledge how they have contributed to our lives.

This is why the Legacy values of Dignity, Integrity and Compassion are at the heart our dedicated pet cremation services. When the sad day of your pet's passing comes, our trusted and compassionate pet cremation service will give you some comfort during your time of grief.

Animal and Pet Cremation Facilities

Legacy Pet Crematorium is a dedicated pet crematorium. This means that we do not dispose of any additional general or hazardous waste. Legacy Pet Crematorium owns and operates three licensed and dedicated pet cremation facilities in Cato Ridge, Kwa-Zulu Natal, Kya Sands in Gauteng and Phillippi in Cape Town, Western Cape.

They will collect your deceased pet from your home or veterinarian, transport it to one of the established facilities, and perform the cremation according to your selected cremation option. As is required by legislation, Legacy Pet Crematorium has an Environmental Authorisation for all of our facilities as well as a valid Air Emissions License.

Legacy Pet Crematorium consistently monitor international best practice in the industry and continuously ensure that the cremators are well suited to perform their function.

Communal Cremation

Communal cremation means that your pet will be cremated together with other pet companions and therefore you will not be able to receive your pet's ashes back after the cremation. These communal cremated remains are not permitted to be buried on our property and are therefore sent to a licensed disposal facility.

Ash and Scatter Box

Our premium service offering is the Return of Ashes cremation option, where the pet's body will be cremated in an individual compartment. Sometimes pets have a unique place where they were particularly happy such as a special place in the garden, the beach, or a park where they went for walks. Sprinkling the cremated remains at a special place often helps families to make peace with the loss, knowing that their pet's remains have been laid to rest in their favourite place.

Cremation with Return of Ashes

Should you choose to have your pet's remains returned to you, please be sure to inform your veterinarian. We have very specific systems in place with each veterinary hospital in order to ensure that your pet is distinctly identifiable. You can rest assured that the cremated remains that you receive will be those of your pet, returned within a week (7 days) in an appropriately sized scatter box (the details of which can be seen on the website www.legacyvet.co.za). We also offer home collections with the return of ashes to you within 48 hours.

Processing Cremation Benefit

- The names (microchip number) of the pets with relevant Identipet Protect cremation subscription must be listed (Pet's under the age of 8 years at the time of sign-up)
- Pet must be registered on the Identipet database
- Pet owners must contact Legacy when their pet dies, once verified a voucher will be emailed, that is then given to the vet.
- Legacy will return the ashes to the vet where this service has been requested

Pet Advice

Access to experienced team who are always available to help and advise you. Excluding diagnostic advice, for healthcare please see your vet.

Rewards

We have partnered with product and service providers around the country who will provide you and your pet with discounts when you buy their products or utilise their services.

Should you wish to redeem any rewards or discounts and utilise any of the services or products provided by our rewards partners, give us a call and we will assist you with your rewards, discounts and bookings.

The rewards provided are contained on our websites and include the following:

- **Grooming**

Guaranteed **20% cash back** on grooming, i.e. R800 @20% cash back = R160.

There are no restrictions on your selection of grooming service to be used and cash back can be claimed once per quarter.

For up to four pets who are under the Protect subscription.

- **Jelico Pet**

15% voucher to Jelico Pet online handmade luxury pet furniture. The voucher code will be provided in the welcome e-mail and will be renewed annually. See www.jelico.co.za

- **Identipet Online Store**

R300 voucher to Identipet online products. The voucher code will be provided in the welcome e-mail and will be renewed annually. See www.identipet.com/store.

Disclaimer Pertaining to Rewards Partners

Certain rewards partners are not affiliated with Identipet (Pty) Ltd, Legacy Pet Crematorium (Pty) Ltd, nor any of our affiliates who provide a service to you as contained in this document.

Certain rewards partners are independent of Identipet (Pty) Ltd, Legacy Pet Crematorium (Pty) Ltd therefore both Identipet and Legacy Pet do not accept any liability or responsibility which may arise out of any interaction or services provided by these rewards partner to you the member.

The word "partner" as contained in this context, pertaining to and referring to all such rewards partners means, and shall mean an unaffiliated service provider which is separate and detached from Identipet and its affiliates.

The word partner is used merely for descriptive purposes and shall not have any meaning which holds any rewards partner out as an affiliate of Identipet or its affiliates.

Contact us:

To make use of any of the Identipet Protect benefits, for any technical queries or for general inquiries, please contact us through any of the channels listed below:

Call us: **0861-000-230**

Email: petprotect@identipet.com

For Pet Advice please chat to us via WhatsApp: **076-420-4645**

For Cremations call Legacy Pet Crematorium: **011-875-2099**