Companion Energy

Companion Energy Pet Benefits Policy

As a benefit to its residential retail energy customers, Retail Energy Solutions, LLC d/b/a Companion Energy ("Companion") offers free access to certain pet veterinary and pet wellness services for their household pets, subject to these Pet Wellness Services terms ("Terms"). The pet veterinary and wellness services are provided by independent third parties, including Pet Assure 25% discounted in-office veterinary services from Pet Assure Corp ("Pet Assure") and app-enabled, on-demand veterinary telehealth and telemedicine consultations through Airvet, Inc. ("Airvet") as such pet wellness services are detailed on the Companion Energy website (collectively, "Pet Wellness Services" or "Services"). Companion does not charge customers any fee for providing access to the Services. Customers are solely responsible for any fees or charges assessed by veterinarians, practitioners or other third parties in connection with use of the Pet Wellness Services.

Access to the Services is provided to customers subject to these Terms and the availability and terms, conditions and policies of Pet Assure and Airvet, which may be accessed at https://www.petassure.com/terms/ and https://www.airvet.com/pet-parents-terms-of-service, respectively.

The Pet Assure plan is limited to non-commercial purposes only and is not offered to Authorized Users for commercial use. Only pets that reside at the primary residence of an Authorized User shall be covered under the Pet Assure plan; no other pets shall be eligible. For purposes of this paragraph, "Authorized User/s" refers to eligible Companion Energy customers who have registered for the Pet Assure plan and agreed to its terms.

Companion does not provide veterinary services, advice, or referrals to specific veterinary practitioners or practices.

The Pet Wellness Services may only be used by residential Companion customers in good standing , defined as having an active, non-disconnected Companion Energy account with no past-due balance; access may be suspended if customers are not in good standing. If a customer cancels their retail electric service, they will no longer have access to the Services. The residential retail electricity agreement, including the Terms of Service, Your Rights as a Customer and Electricity Facts Label, and your rights thereunder, are not altered or affected by these Terms. Companion Energy's Privacy Policy available on our website explains how we collect, use, and disclose customer information. Use of the Services is also subject to our Privacy Policy.

OR INDIRECTLY FROM ACTIVATION AND USE OF THE PET WELLNESS SERVICES INCLUDING ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES OR OTHER INTANGIBLE LOSSES. ACCESS TO AND USE OF THE SERVICES VIA COMPANION IS AT THE CUSTOMER'S SOLE RISK.

PET WELLNESS SERVICES ARE PROVIDED "AS IS," WITHOUT WARRANTY OF ANY KIND. COMPANION ENERGY EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND ANY OTHER WARRANTIES. Companion makes no warranty that the Services will meet customer's requirements or be available on an uninterrupted, secure, or error-free basis.

By activating the Pet Wellness Services, customers agree to indemnify and hold harmless Companion and its officers, employees, directors, parents, subsidiaries, agents and affiliates from and against any claims, disputes, demands, liabilities, damages, losses, and costs and expenses, including, without limitation, reasonable legal and accounting fees arising out of or in any way connected with access to or use of the Services.

TO THE EXTENT PERMITTED BY LAW, BOTH CUSTOMER AND COMPANION EACH VOLUNTARILY, KNOWINGLY, AND INTENTIONALLY WAIVE THE RIGHT TO A TRIAL BY JURY WITH RESPECT TO ANY LITIGATION ARISING OUT OF OR BASED ON THESE TERMS AND USE OF THE PET WELLNESS SERVICES.

We may update and/or change these Terms at any time, at our sole discretion. If these Terms are updated or changed, we will advise customers of such update or change either by posting the updated terms on the Companion website and/or through other communications. By continuing to use the Pet Wellness Services after we have posted updated Terms, customers are agreeing to the updated Terms. Companion reserves the right to modify or discontinue the Pet Wellness Services and/or your access to them at any time.

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