



Questions...Answers...Solutions

I have found a lost pet. I have the microchip number. How do I locate the owner?

FIRST, go to www.PetMicrochipLookup.org and enter the chip number. If the owner has registered, you will be directed to the registry. If not, you will be given the toll free number of the chip maker. **NOTE:** The alphabet letter O is not used in microchip numbers. It is always the number, 0.



Helpful Phone Numbers:

Microchip ID Systems Call: (800) 434-2843
 HomeAgain Call: (888) 466-3242
 Avid Chip Call: (800) 336-2843
 AKC-Trovan Chip Call: (800) 252-7894

I do not know what kind of chip the pet has. Help?

First, count the digits/letters in the chip:

9 numbers..... Avid (800) 336-2843
 10 numbers/letters and does NOT begin with a 0 (zero)..... HomeAgain (888) 466-3242
 10 numbers/letters and begins with 0A01..... Microchip ID Systems
 10 numbers beginning with a 000..... AKC Trovan (800) 252-7894
 15 digits...beginning with 985..... HomeAgain (888) 466-3242

I have found a lost pet and I do not know if he is chipped. Help?

Check for a collar tag containing a possible chip number, and or take the pet to a shelter, rescue or veterinarian, where he can be scanned.

My pet is missing! Who do I call?

Call the Pet Recovery Network where your pet is registered and report the incident! See phone numbers above.

I have moved or my pet has a new owner. Help?

Call the Pet Recovery Network where your pet is registered. See phone numbers above.

I need a new collar tag for my microchipped pet?

Call the Pet Recovery Network where your pet is registered and order a new tag, or order one from a local pet store or vet... Make sure you have the accurate chip number for your pet.

I will be traveling with my pet to Europe or another country. Help?

There are requirements for pet travel outside of the United States. Go to www.microchipIDsystems.com for more information.

Still need help? Call us at (800) 434-2843.
 Microchip ID Systems, Inc.

