



## The Pet Pack: Pets are family, too!

Your Pet Pack services help to control your dime, time and peace of mind with 24/7 telehealth veterinary advice and savings on everyday needs for your pets.



### Pet Telehealth

Fast veterinary help for your dog or cat through whiskerDocs - without expensive emergency care trips!

- Reach out 24/7 for veterinary help for \$0 visit fee by phone, email or chat
- Get expert assessment of an acute situation, or everyday pet advice
- Get help finding the nearest emergency clinic, if needed
- Learn training and socialization tips - like how to introduce a new pet to your existing pets
- Discover breed-specific tips on things like food, diet, and exercise



### Pet Savings

Save hard cash on everyday pet needs.

- Save on pet meds and everyday needs with online shopping at Pet Perks with easy cash back rebates
- Get 50% off your first month of BarkBox - monthly delivery of toys, treats and chews



*I enjoy lounging, chasing flies, treats, and helping my human hold Zoom calls. One night I couldn't keep dinner down and woke up my human to let her know. She called a vet with the freshbenies Pet Telehealth service. After that, I got new yummy food, extra attention and even some new treats! I ❤️ that vet and am back to ensuring everyone knows I'm in charge. – Hugo, bossy Ragdoll Cat*



*I ruvvvv how my mom saves money on food, treats and toys for ME with Bark Box! Plus, they get delivered right to my door so I get to bark at the delivery guy! – Murray, the security expert*

# Q&A About Your Pet Pack Services

## Pet Telehealth

**Q:** What types of pets are included?

**Answer:** whiskerDocs provides support for all breeds of dogs and cats.

**Q:** Is there a cost for a visit?

**Answer:** No, you can reach out 24/7 for \$0 visit fee by phone or chat.

**Q:** Is there a limit to the number of visits?

**Answer:** No, you can use whiskerDocs as often as needed.

**Q:** Can I upload pictures?

**Answer:** Yes! You can upload pictures of your pet to help the veterinary experts assess your pet's needs.

**Q:** Can I get a prescription for my pet?

**Answer:** No, federal regulations prevent prescriptions from being offered. But you can receive expert guidance to take the best care of your pets.

**Q:** Are there any location restrictions?

**Answer:** No restrictions - whiskerDocs is available from anywhere at anytime.

**Q:** Can I get a second opinion?

**Answer:** While you're unable to request specific pet professionals for your visit, you can call again if you have continued concerns. If problems persist, it's recommended you follow-up with your local vet.



*“Over Labor Day weekend, I played so hard I ran into a table. How embarrassing! That night, mom noticed my left ear was swollen - I wouldn't let her touch it. It was late, but she used the freshbenies Pet Telehealth service to chat with a vet. After sending some pictures, mom was relieved we didn't need an emergency vet trip on a holiday weekend! Plus, the vet even gave instructions to take care of my ear while it healed. Thanks, freshbenies!”*  
– Brock, enthusiastic Boxer

## Pet Savings

**Q:** What Is BarkBox?

**Answer:** A box of dog joy delivered monthly to dogs and their people. Each box tells a different story with themed toys, treats and photo-worthy props. Typical box includes 2 toys, 2 treats, and 1 chew. When you sign up, you'll enter specifics like allergy info and toy preferences. These can be updated at any time.

**Q:** How much does BarkBox cost before the discount?

**Answer:** There are 3 options:

- 1 month for \$29/month
- 6 months for \$25/month
- 12 months for \$22/month

BarkBox requires a 6 or 12 month subscription for the 50% off first month offer.

**Q:** How do the online cash rebates work?

**Answer:** Simply access the participating shops through your portal or app to make purchases. Cash back percentages are posted. After making the purchase through the Cash Rebates Mall, you will see your rebate has a “Pending” status for 60 days. After the 60-day return window has passed, the amount is considered “Posted” and becomes eligible for payment.

**Q:** What kind of stores participate in the cash back rebates?

**Answer:** With access to cash back from over 1100 online retailers, this is a great one-stop destination for most of your online shopping needs. Stores can change at any time, but typically include large online retailers such as Petco, Raw Paws, Healthy Pets, Walmart and more.

**Q:** How do I request payment of my rebates?

**Answer:** All cash back rebates in “Posted” status are eligible for payment when your account reaches a posted balance of \$15.00 or greater. To request a payment, login and view your account to confirm that your posted balance is greater than \$15.00. Cash Rebates Mall will process payment requests twice monthly. Payment processing takes approximately five business days. For your convenience, rebate payment can be fulfilled through a PayPal transfer or a mailed check.