

# USE THE RECURRING ORDER FEATURE, SAVE MONEY AND NEVER RUN OUT OF YOUR PET'S FAVOURITE PRODUCTS!



Our Recurring Order feature is the most convenient way to get the items your pet needs, shipped when you want. We automatically send your items according to your chosen schedule. The service is simple and customized, allowing you to make changes directly online, as you wish.

## GET SAVINGS

Get a discount by transforming your order into a recurring order!

Peace of mind in just a few steps:

- You set the schedule
- Add or remove items easily
- Cancel anytime
- Get an email reminder 7 days before your planned delivery date
- Save TIME & MONEY!

You always have complete control over your recurring orders. **You will receive an email reminder 7 days before your order is shipped.** By visiting the "My Recurring Items" section under the menu "My Account", you can change:

- The delivery method;
- The desired quantities;
- Your order frequency;
- The next order date.

**Changes to orders can be made any time up to 24 hours before the next scheduled order date and you can cancel at any time.**



Find the desired product and transform it into a recurring order.



Choose the place of delivery, quantity, frequency and the next order date.



You will never run out of your pet's favorite products again!

## What is the recurring order feature?

This feature offers significant added value for both you and your pet. One of the notable advantages of this feature is that you no longer need to keep track of your remaining stock of pet food when preparing your next order! This guarantees that your pet won't miss a day of their special food, which is key to maintaining overall health. Also, activating this feature for the desired product or products gives you a discount on each one.

## Are all products eligible for the recurring order feature?

The recurring order feature is available for food and other consumable items like litter, shampoo, etc. Pay attention to this icon  that identifies if an item can be purchased with a recurrence.

## How can I take advantage of the recurring order feature?

It's simple! When you are on the desired item page, select "Transform into recurring order to get my discount." Select shipping frequency and quantity before you click the "Add to Cart" button. The delivery address and payment method used for the transaction will be used for future orders.

▶ [Click here](#) to find out how to make a recurring purchase.

## What will happen once I complete my recurring order for the first time?

Your first order will be processed and sent within the delivery times associated with the destination you have chosen. [Click here](#) to see shipping times.

For the next ones, you will receive a reminder, by email, 7 days before the preparation of your order. We will place your order based on the frequency you have selected, and you will not be charged until the order has been shipped. We may also inform you that your item is not available or that there are valid prerequisites missing from your order (main credit card or personal delivery address).

## How do I view my future orders?

All future orders will be displayed in the "My Recurring Items" selection under the "My Account" menu.

## How do I combine items to be in the same order?

Recurring items with the same upcoming shipping date, frequency, shipping address and payment method will ship as one order.

Go to "My Recurring Items" under "My Account" to adjust your recurrence options or ensure that new recurrence settings match your existing ones.

## Can I add one-time-only items to my next recurring order?

This option is not available at the moment. To order non-recurring products, you will need to set up a separate order for them (they cannot be added to a recurring order).

## Can I make changes to an existing recurring order or even delete it?

Absolutely! You can always modify the following options for a recurring order:

- shipping destination
- desired quantity (the number of units of each item that you receive in each shipment)
- next shipping date (this date determines the date of the next shipment, regardless of frequency)
- frequency (sets the interval between the date of the next shipment and the following one, and so on).

Visit the "My Recurring Items" section in the "My account" menu to do so.

▶ [Click here](#) to see how to adjust the recurrence of your item.

You can also change the credit card used for a recurring item. However, you must first place a recurring order with the new card, otherwise you will not see it as an option when you change the card linked to your recurring order.

▶ [Click here](#) to see how to change the credit card linked to your recurring order.

You can also delete a recurring item if you do so before the next scheduled order reminder.

▶ [Click here](#) to find out how to cancel an item's recurrence.

## My credit card is expired. How can I adjust the recurrence for my item?

If you need to change the credit card linked to a recurring item in your account, if your credit card is expired for example, you will first need to cancel the recurrence. Then, buy the item again, indicate the recurrence, and set up the new credit card as your payment method.

▶ [Click here](#) to see how to cancel an item's recurrence.

▶ [Click here](#) to find out how to make a recurring purchase.

## What types of payment are accepted for recurring orders?

As with a regular order, recurring orders require payment by credit card. Both Visa® and Mastercard® are accepted.