



**PawTree  
Breeder FAQs**

**Nutritional design / AAFCO / WSAVA / Food safety**

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| <p>Has the pawTree food gone through food trials and testing?</p>                                     | <p>First, each recipe has been developed by our very accomplished Veterinarians and Ph.D. in Animal Nutrition (who has over 20+ years of experience in formulating pet food). Here is a link to our website to learn more about our Veterinary Advisory Council and their diverse backgrounds <a href="http://pawtree.com/advisory-council">http://pawtree.com/advisory-council</a>.</p> <p>Like all of the established pet food companies, all of our dog food recipes are compliant with AAFCO standards. You can find our AAFCO statement on the back of our food packages, stating that our recipes are formulated to meet the nutrient levels established by the AAFCO Dog Food Nutrient Profiles. This link shows the back panels of four of our dog food recipes so you can see the ingredient panels, claims, Guaranteed Analysis, calorie content and AAFCO statements, as well as the many benefits of feeding our recipes.</p> <p>We've successfully completed all of the industry standard tests, from micro testing, to testing for our Guaranteed Analysis, to stability testing, to digestibility studies to understand stool output, to palatability tests, etc.—all to ensure your pet is getting a safe, delicious and nutritious product. pawTree pet food is all natural, high in named-meat protein, and made from high quality ingredients.</p> <p>With the vast number of dog foods available, we recognize that it can be overwhelming for a pet parent to decide what food to feed their pets to provide the most appropriate nutrition for them. We have a unique customized approach where we take the guesswork out of pet nutrition, by recommending a CUSTOMIZED NUTRITION PLAN consisting of one of our established proprietary dog food recipes, treats, and other supplements that work synergistically to optimize your dog's health based on his unique needs. Our recommendation is created from an algorithm developed by our Veterinarians and Ph.D. in Animal Nutrition, and is designed to generate a customized recommendation based on the information provided in your pet's profile.</p> |
| <p>Do we follow any guidelines like HACCP or have any onsite testing for safety?</p>                  | <p>pawTree follows a HACCP plan using the seven principles that are implemented through the 12 steps as described by the International HACCP Alliance and the Codex Alimentarius Commission guidance.</p>  |
| <p>Is it WSAVA compliant? A lot of people are suggesting that we only feed WSAVA compliant foods.</p> | <p>WSAVA (The World Small Animal Veterinary Association) is actually an association of associations. Its membership is made up of veterinary organizations from all over the world, which are concerned with companion animals.</p> <p>This organization is sponsored by Purina, Hill's and Mars (as stated on their website). They offer a lot of guidance to pet parents and veterinarians on topics anywhere from vaccinations to pet food. Their Global Nutrition Committee provides guidance to pet parents on how to select pet foods.</p> <p>pawTree does follow these guidelines, including strictly following AAFCO and FDA regulations.</p>  |



**Ingredients / Manufacturing**

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| <p>How does pawTree compare against other companies?</p>                   | <p>At pawTree, we make it a practice not to speak negatively about other brands of pet food, so we are very careful what we do/don't say. But we appreciate your honest concern and question in comparing brands. We are extremely proud of our ingredients and products and stand behind our quality nutrition with our 100% satisfaction guarantee. Some things to consider about pawTree food relative to other dog food brands:</p> <ul style="list-style-type: none"> <li>o Real meat is always the first ingredient in pawTree recipes</li> <li>o Some brands can make some of our claims, but no brand can make all of our 20 AAFCO approved claims (reference 20 Reasons Why pawTree® Dog Food is a Better Way)</li> <li>o We provide a customized solution of food AND supplements based on your pet's particular needs</li> </ul>   |
| <p>Are the pawTree diets hydrolyzed?</p>                                   | <p>A hydrolyzed diet means that the protein is broken down into its component parts (peptides and amino acids) so it's very easy to digest. The hydrolysis process is actually fairly similar to how protein is digested in the stomach. Most hydrolyzed proteins are from either eggs, chicken, chicken liver or fish.</p> <p>pawTree recipes are not hydrolyzed, this type of diet is more likely found in prescription diets as opposed to wellness diets (such as pawTree).</p>   |
| <p>What is the digestibility of the pawTree food?</p>                      | <p>The digestibility of a pet food measures how much of the diet/ingredients the pet utilizes vs. poops out. Therefore, the higher the digestibility the better. The pawTree recipes are premium, natural formulas that are highly digestible and utilize high quality ingredients.</p> <p>On average, our overall digestibility studies show our recipes have a minimum digestibility of 83%. They also show that both our protein and fat are highly digestible (on average, 87% and 94% respectively). And in addition, the dogs are digesting most of the calories for energy (on average 89%).</p>   |
| <p>Where are all of your ingredients sourced?</p>                          | <p>The majority of our ingredients (proteins, vitamins, minerals, etc.) are sourced in the U.S. However, occasionally we will source some vitamins or minerals outside the U.S. for specific reasons as appropriate.</p> <p>For example, we source our vitamin A in several European countries (France, Germany and Switzerland) because a high concentration of Vitamin A is found in fish, and these countries are known for their plentiful fish population. Another example is our Riboflavin (Vitamin B2), which is sourced out of Germany as some of the best sources of Riboflavin is brewer's yeast, whole grains and wheat germ. All of these ingredients are also used to produce beer and are readily available in Germany. In addition, we often source our duck from France, as it is in plentiful supply there.</p> <p>All of our nutrition products are proudly made in the U.S.A. and meet all of the AAFCO standards to make that important claim.</p> |
| <p>Does the pawTree food contain any genetically modified ingredients?</p> | <p>We do use GMO free ingredients when available; however, we do not make a GMO-free claim on the package because the manufacturing plant is not a "GMO-free" plant based on the technical definition. We are confident that the cleaning and sanitation process of the plant is of the highest standards and protects the integrity of our product.</p>  |



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| <p>Does pawTree have any treats that are pH balanced for dogs because my dog has a tendency to develop crystals and stones?</p> | <p>Our treats are made with real meat and complementary fruits and vegetables. They have a low glycemic index and are really good for dogs with previous urinary stones and crystals.</p> <p>As for our food, we DO know that not using grains generally results in a higher urine pH (or less acid urine), and pawTree offers a variety of grain-free recipes. In addition, soy-based ingredients contain large amounts of oxalates, and our dog food recipes do not contain any soy (or wheat or corn).</p> <p>In addition, real-named meat is always the first ingredient in our pet food, and we do not use any poultry by-products.</p>  |
| <p>What brand of food found at a big box retailer is comparable to your food price-wise?</p>                                    | <p>Prices for pawTree dog food are generally very comparable to other premium, grain-free, high-protein, natural brands; however, comparing is difficult due to the number of differences that can exist in the quality, and ingredients.</p> <p>pawTree offers unsurpassed quality from the ingredients we use through the manufacturing process. For example, not all proteins are the same, some brands use inferior raw materials, as well as add other ingredients to bulk up their protein numbers.</p> <p>That said, pawTree is unique in that we offer customized nutrition plans designed for your unique dog, based on the information you provide in your pet profile. Our food, supplements and treats work synergistically to address all of your pet’s health needs. We offer more than just food, we offer total nutrition for the life of your pet.</p> <p>Below are 20 Reasons why pawTree is a better way!</p> <p><b>What We Don’t Have:</b></p> <ol style="list-style-type: none"> <li>1. No poultry by-products</li> <li>2. No corn, no wheat, no soy</li> <li>3. No added sugars or sweeteners</li> <li>4. No artificial colors, flavors or preservatives</li> <li>5. No grains (grain free)</li> </ol> <p><b>What We Do Have:</b></p> <ol style="list-style-type: none"> <li>6. Customized nutrition plans</li> <li>7. Natural and holistic</li> <li>8. Real meat, poultry or fish is the first ingredient</li> <li>9. High protein</li> <li>10. Antioxidant-rich formulas</li> <li>11. Contains prebiotics to support a healthy digestive tract</li> <li>12. Contains Taurine to support heart health</li> <li>13. Contains Omega-3 and Omega-6 Fatty Acids for a healthy skin and coat</li> <li>14. Natural source of DHA – supports healthy brain development</li> <li>15. Complete and balanced nutrition</li> <li>16. Formulated for reduced stool volume</li> <li>17. A good source of natural Glucosamine to help support joint health</li> <li>18. Balanced Calcium and Phosphorus for bone and tooth health</li> <li>19. Developed by Veterinarians and Nutritionists</li> <li>20. Made in the U.S.A.</li> </ol> |



|  |   |                               |     |                               |                                    |     |                               |                            |     |                               |                                  |     |                               |                                 |     |                               |                                    |     |                               |                                   |     |                               |                                       |     |                               |   |     |                               |   |     |                               |                                     |     |                               |                              |     |                               |
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| <p>How many calories are there in a cup of pawTree food?</p> | <p>pawTree Recipe</p> <p>DOG FOOD (with Healthy Grains):</p> <table border="0"> <tr> <td>Real Chicken &amp; Oatmeal Recipe</td> <td>455</td> <td>Calories per cup (calculated)</td> </tr> <tr> <td>Real Whitefish &amp; Brown Rice Recipe</td> <td>445</td> <td>Calories per cup (calculated)</td> </tr> <tr> <td>Real Trout &amp; Barley Recipe</td> <td>440</td> <td>Calories per cup (calculated)</td> </tr> <tr> <td>Real Chicken &amp; Brown Rice Recipe</td> <td>470</td> <td>Calories per cup (calculated)</td> </tr> <tr> <td>Real Turkey &amp; Brown Rice Recipe</td> <td>460</td> <td>Calories per cup (calculated)</td> </tr> </table> <p>DOG FOOD (Grain Free):</p> <table border="0"> <tr> <td>Real Chicken &amp; Sweet Potato Recipe</td> <td>515</td> <td>Calories per cup (calculated)</td> </tr> <tr> <td>Real Turkey &amp; Sweet Potato Recipe</td> <td>480</td> <td>Calories per cup (calculated)</td> </tr> <tr> <td>Real Lamb, Chickpeas &amp; Lentils Recipe</td> <td>465</td> <td>Calories per cup (calculated)</td> </tr> <tr> <td>Real Salmon, Peas &amp; Sweet Potato Recipe</td> <td>460</td> <td>Calories per cup (calculated)</td> </tr> <tr> <td>Real Trout, Sweet Peas &amp; Lentils Recipe</td> <td>440</td> <td>Calories per cup (calculated)</td> </tr> <tr> <td>Real Turkey &amp; Garbanzo Beans Recipe</td> <td>440</td> <td>Calories per cup (calculated)</td> </tr> <tr> <td>Real Duck &amp; Chickpeas Recipe</td> <td>420</td> <td>Calories per cup (calculated)</td> </tr> </table> | Real Chicken & Oatmeal Recipe | 455 | Calories per cup (calculated) | Real Whitefish & Brown Rice Recipe | 445 | Calories per cup (calculated) | Real Trout & Barley Recipe | 440 | Calories per cup (calculated) | Real Chicken & Brown Rice Recipe | 470 | Calories per cup (calculated) | Real Turkey & Brown Rice Recipe | 460 | Calories per cup (calculated) | Real Chicken & Sweet Potato Recipe | 515 | Calories per cup (calculated) | Real Turkey & Sweet Potato Recipe | 480 | Calories per cup (calculated) | Real Lamb, Chickpeas & Lentils Recipe | 465 | Calories per cup (calculated) | Real Salmon, Peas & Sweet Potato Recipe | 460 | Calories per cup (calculated) | Real Trout, Sweet Peas & Lentils Recipe | 440 | Calories per cup (calculated) | Real Turkey & Garbanzo Beans Recipe | 440 | Calories per cup (calculated) | Real Duck & Chickpeas Recipe | 420 | Calories per cup (calculated) |
| Real Chicken & Oatmeal Recipe                                | 455   | Calories per cup (calculated) |     |                               |                                    |     |                               |                            |     |                               |                                  |     |                               |                                 |     |                               |                                    |     |                               |                                   |     |                               |                                       |     |                               |   |     |                               |   |     |                               |                                     |     |                               |                              |     |                               |
| Real Whitefish & Brown Rice Recipe                           | 445   | Calories per cup (calculated) |     |                               |                                    |     |                               |                            |     |                               |                                  |     |                               |                                 |     |                               |                                    |     |                               |                                   |     |                               |                                       |     |                               |   |     |                               |   |     |                               |                                     |     |                               |                              |     |                               |
| Real Trout & Barley Recipe                                   | 440   | Calories per cup (calculated) |     |                               |                                    |     |                               |                            |     |                               |                                  |     |                               |                                 |     |                               |                                    |     |                               |                                   |     |                               |                                       |     |                               |   |     |                               |   |     |                               |                                     |     |                               |                              |     |                               |
| Real Chicken & Brown Rice Recipe                             | 470   | Calories per cup (calculated) |     |                               |                                    |     |                               |                            |     |                               |                                  |     |                               |                                 |     |                               |                                    |     |                               |                                   |     |                               |                                       |     |                               |   |     |                               |   |     |                               |                                     |     |                               |                              |     |                               |
| Real Turkey & Brown Rice Recipe                              | 460   | Calories per cup (calculated) |     |                               |                                    |     |                               |                            |     |                               |                                  |     |                               |                                 |     |                               |                                    |     |                               |                                   |     |                               |                                       |     |                               |   |     |                               |   |     |                               |                                     |     |                               |                              |     |                               |
| Real Chicken & Sweet Potato Recipe                           | 515   | Calories per cup (calculated) |     |                               |                                    |     |                               |                            |     |                               |                                  |     |                               |                                 |     |                               |                                    |     |                               |                                   |     |                               |                                       |     |                               |   |     |                               |   |     |                               |                                     |     |                               |                              |     |                               |
| Real Turkey & Sweet Potato Recipe                            | 480   | Calories per cup (calculated) |     |                               |                                    |     |                               |                            |     |                               |                                  |     |                               |                                 |     |                               |                                    |     |                               |                                   |     |                               |                                       |     |                               |   |     |                               |   |     |                               |                                     |     |                               |                              |     |                               |
| Real Lamb, Chickpeas & Lentils Recipe                        | 465   | Calories per cup (calculated) |     |                               |                                    |     |                               |                            |     |                               |                                  |     |                               |                                 |     |                               |                                    |     |                               |                                   |     |                               |                                       |     |                               |   |     |                               |   |     |                               |                                     |     |                               |                              |     |                               |
| Real Salmon, Peas & Sweet Potato Recipe                      | 460   | Calories per cup (calculated) |     |                               |                                    |     |                               |                            |     |                               |                                  |     |                               |                                 |     |                               |                                    |     |                               |                                   |     |                               |                                       |     |                               |   |     |                               |   |     |                               |                                     |     |                               |                              |     |                               |
| Real Trout, Sweet Peas & Lentils Recipe                      | 440   | Calories per cup (calculated) |     |                               |                                    |     |                               |                            |     |                               |                                  |     |                               |                                 |     |                               |                                    |     |                               |                                   |     |                               |                                       |     |                               |   |     |                               |   |     |                               |                                     |     |                               |                              |     |                               |
| Real Turkey & Garbanzo Beans Recipe                          | 440   | Calories per cup (calculated) |     |                               |                                    |     |                               |                            |     |                               |                                  |     |                               |                                 |     |                               |                                    |     |                               |                                   |     |                               |                                       |     |                               |   |     |                               |   |     |                               |                                     |     |                               |                              |     |                               |
| Real Duck & Chickpeas Recipe                                 | 420   | Calories per cup (calculated) |     |                               |                                    |     |                               |                            |     |                               |                                  |     |                               |                                 |     |                               |                                    |     |                               |                                   |     |                               |                                       |     |                               |   |     |                               |   |     |                               |                                     |     |                               |                              |     |                               |
| <p>Is pawTree food considered human grade?</p>               | <p>Though our pawTree food is made with very high-quality, nutritious ingredients, our foods cannot be classified as being human grade. We do not see too many claims about human-grade ingredients on package labels, mainly because AAFCO does not have an official definition of the term and the AAFCO Board actually prohibits the printing of 'Human Grade' on pet food packaging.</p> <p>Without an approved AAFCO definition, an ingredient or term is not supposed to be used on pet food labels. AAFCO says "human-grade" is false and misleading, and constitutes misbranding, unless every ingredient in the product—and every processing method—meets FDA and USDA requirements for producing, processing and transporting foods suitable for consumption by humans, and every producer of the ingredients is licensed to perform those tasks. Few pet food companies, if any, can meet this criteria. In addition, our manufacturing facilities are used to producing pet food rather than human food, and this is not in line with the USDA's definition of human grade.</p> <p>However we have very strict quality control and quality assurance programs including: Sanitation Standard Operating Procedures (SSOP's), Good Manufacturing Practices (GMP's), a Hazard Analysis &amp; Critical Control Points (HACCP) plan, regular lot segregation, as well as other industry best practices.</p>  |                               |     |                               |                                    |     |                               |                            |     |                               |                                  |     |                               |                                 |     |                               |                                    |     |                               |                                   |     |                               |                                       |     |                               |   |     |                               |   |     |                               |                                     |     |                               |                              |     |                               |
| <p>Does pawTree use any animal by-products?</p>              | <p>pawTree products don't contain any poultry, fish, or meat by-products or by-product meal.</p>  |                               |     |                               |                                    |     |                               |                            |     |                               |                                  |     |                               |                                 |     |                               |                                    |     |                               |                                   |     |                               |                                       |     |                               |   |     |                               |   |     |                               |                                     |     |                               |                              |     |                               |
| <p>What is the difference between Natural and Organic?</p>   | <p>All of pawTree's nutrition and health products are proudly "natural." This means that they do not contain any artificial colors or preservatives (as defined by AAFCO, Association of American Feed Control Officials). "Organic" is a term that is clearly defined by the USDA and refers to the handling and processing of ingredients and products (including sourcing), not the quality of the product. It states that the ingredients (organic meat, poultry, eggs, dairy, and plant foods) come from farms that don't use any pesticides, antibiotics, or hormones. In addition, a government-approved certifier must inspect the farm to ensure these standards are met.</p>  |                               |     |                               |                                    |     |                               |                            |     |                               |                                  |     |                               |                                 |     |                               |                                    |     |                               |                                   |     |                               |                                       |     |                               |   |     |                               |   |     |                               |                                     |     |                               |                              |     |                               |



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| <p>How much EPA &amp; DHA are in the Wild Alaskan Salmon Oil?</p>                                      | <p>The amount of EPA and DHA in one pump of the pawTree Wild Alaskan Salmon Oil depends on the size of the bottle. Below is the amount of EPA and DHA per pump for both our 8 oz. and 16 oz. sizes:</p> <p><b>8 oz. Salmon Oil:</b> 205 mg DHA/pump, and 185 mg EPA/pump (each pump is approx.. 2.0 ml).</p> <p><b>16 oz. Salmon Oil:</b> 355 mg DHA/pump, and 320 mg EPA/pump (each pump is approx.. 3.5 ml).</p> <p>DHA (Docosahexaenoic Acid)* (min) 11.0%<br/> EPA (Eicosapentaenoic Acid)* (min) 10.0%</p> <p>So a 20 lb. dog would use 1-2 pumps of the 8 oz. bottle (one pump stroke equals approx. 0.07 fl. oz./2.0 mL), or 1 pump of the 16 oz. bottle (one pump stroke equals approx. 0.12 fl. oz./3.5mL).</p> |
| <p>Are any of the pawTree fish ingredients preserved with ethoxyquin before or after you buy it?</p>   | <p>Absolutely not. We do not use any artificial preservatives like BHA, BHT or ethoxyquin.</p>   |
| <p>What is 'meal'?</p>   | <p>Meal is simply meat that has been dried, some fat has been removed, all water has been removed and it has been ground. Consistent with all manufacturers of dog food, we use 'meal' as well as 'meat, poultry or fish' in our recipes to ensure the right consistency of our kibble.</p> <p>It's important that the ingredient statement list a "named" meal, such as chicken meal, salmon meal, beef meal, turkey meal, menhaden fish meal (menhaden is a type of fish). If the label just says, "meat meal" (not naming the animal), then you don't know what animal that "meal" comes from (it could be anything). So you are always wanting to see the name of the animal the meal is coming from.</p>            |
| <p>Which healthy grains are in pawTree recipes?</p>  | <p>We've carefully selected the following nutritious grains for our pawTree recipes: <b>Brown rice</b> (because it's rich in fiber for colon health, along with dietary minerals and key vitamins   <b>Oatmeal</b> (because it's an excellent source of highly digestible carbohydrates, protein, and nutritional fiber)   <b>Pearled barley</b> (because it's rich in dietary fiber, antioxidants, and dietary minerals   <b>Millet</b> (because it's rich in B vitamins, calcium, iron, potassium, magnesium, and zinc.</p>  |
| <p>Do we use BHA or BHT in our food? Propylene glycol? Is our meat sourced from a rendering plant?</p> | <p>No, pawTree would never use BHA, BHT or Ethoxyquin in our food, only natural preservatives. We also don't use propylene glycol in our food.</p> <p>We use both fresh meat and named meat meals in our pet food. The named meat meals we use are an excellent source of quality protein. Meat meal by definition is meat that has been rendered meaning fat and water have been removed. However you can be assured that we do not use any by-products in our food.</p>  |
| <p>Why do you use canola oil in some of your recipes?</p>  | <p>Canola oil is a very good fat source, and the one we choose to use in our poultry free recipes, rather than chicken fat.</p>  |



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| <p>What is the "Natural Flavor" that is in our pawPairings? (Potential Customer believes there are added chemicals in them)</p>  | <p>pawTree does not add chemicals to our pawPairings -- they are all natural (please see our pawTree Promise). "Natural Flavor" refers to added palatants for even more deliciousness (usually a meat flavoring). The natural flavor in our products consists of meat and other natural ingredients that are mixed to generate a final product that is very pleasing to both dogs and cats, and enhances the palatability of the product. The natural flavor has been tested to insure that it is microbiologically safe for pets to consume and pet owners to feed to their pets. Most pet companies include natural flavors in their ingredient statements.</p> <p>The Association of American Feed Control Officials (AAFCO) Official Publication defines "Natural" as follows:</p> <p>"A feed or ingredient derived solely from plant, animal or mined sources, either in its unprocessed state or having been subject to physical processing, heat processing, rendering, purification, extraction, hydrolysis, enzymolysis or fermentation, but not having been produced by or subject to a chemically synthetic process and not containing any additives or processing aids that are chemically synthetic except in amounts as might occur unavoidably in good manufacturing practices."</p> |
| <p>Two (of 4) of the dog food recipes that contain canola are identified as grain-free... should I take that to mean that the canola that we use isn't corn-based?</p> | <p>No, Canola Oil is made from a traditionally bred variant of the rapeseed plant whereas Corn Oil is made from corn kernels. Canola Oil is considered to be much healthier than Corn Oil.</p>  |
| <p>Is our Canola Oil Genetically Modified? And does our Canola Oil have GMO ingredients?</p>   | <p>No, the canola oil we use is non-GMO.</p>  |
| <p>Can you tell me a little about the ethylenediamine dihydroiodide, ferrous sulfate and synthetic vitamins in our food and product?</p>                               | <p>Ethylenediamine Dihydroiodide is a source of iodine. Recognized by the FDA as a "generally recognized as safe" (GRAS) ingredient, ethylenediamine dihydroiodide helps maintain proper function of the thyroid gland. Like the human body, a dog's metabolism is also regulated by thyroid hormones. Without iodine and the proper thyroid hormones, it could inhibit a dog's growth. Ferrous Sulfate a source of iron. It provides oxygen to blood and helps with the digestion of fatty acids.</p> <p>Vitamins are added to our formulas as required by AAFCO to make the food "Complete and Balanced". Complete and Balanced means that the diet contains all of the necessary vitamins and minerals that your pets need for daily health and well-being. Unfortunately, it is not always possible to get all of the vitamin requirements just from the ingredients in the formula, so we need to supplement (just like other pet food companies, as well as what we do for our own health).</p>   |



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| <p>Which pawTree products are gluten free?</p>  | <p>Gluten is simply the word that describes the protein portion of a carbohydrate. Gluten is found in grains such as wheat, barley, rye and triticale (a cross between wheat and rye), but not in rice, potatoes and some other carbohydrate sources.</p> <p><b>Food:</b> All of our grain-free dog and cat food is formulated only with gluten-free ingredients, including our canned cat food. The healthy grains formulas (both dog and cat) contain pearled barley.</p> <p><b>pawPairings:</b> All are made with only gluten-free ingredients</p> <p><b>pawTreats:</b> All are made with only gluten-free ingredients</p> <p><b>Wild Alaskan Salmon Oil:</b> Made with only gluten-free ingredients</p> <p><b>Allergy Support Plus:</b> Made with only gluten-free ingredients</p> <p><b>Joint Support Plus:</b> Made with only gluten-free ingredients</p> <p><b>Bladder Support Plus:</b> Made with only gluten-free ingredients</p> <p><b>Gastro Pro Plus:</b> Made with only gluten-free ingredients</p> <p><b>Brain Drops:</b> Made with only gluten-free ingredients</p> <p><b>Hairball Support Plus:</b> Made with only gluten-free ingredients</p> <p><b>Dental Sticks:</b> Made with only gluten-free ingredients</p> |
| <p>What fish are contained in our Whitefish recipes?</p>                                      | <p>Whitefish is a combination of Cod, Hake, Pollack, Sole, and / or Halibut.</p>   |
| <p>Is the fish in the dog food farm-raised or wild caught?</p>                                | <p>Our trout is farm-raised, as it's the only trout available commercially in the U.S. The salmon is both farm-raised and wild caught, but more farm-raised as the wild caught supply is not as plentiful. Our whitefish is from the ocean.</p>  |
| <p>Where are your foods, treats, pawPairings, and supplements manufactured?</p>               | <p>Our dry dog, and cat food manufacturer is C.J. Foods, a premier pet food manufacturer. We selected them based on their reputation, integrity, track record, internal controls and manufacturing ability. Unfortunately we are not able to disclose the specific names and locations of our manufacturers due to confidentiality agreements with our suppliers. All of our food, treats, pawPairings, and supplements are proudly made in the U.S..</p> <p>pawTree is very selective, and only works with high quality, premium manufacturers. Regarding our nutrition, we develop our own recipes with our experienced Veterinarians and Ph.D. in Animal Nutrition.</p> <p>We have strict quality controls in place to ensure that our ingredients and facilities meet the highest quality standards.</p> <p>We also have a very strict quality assurance program that includes: Sanitation Standard Operating Procedures (SSOPs), GoodManufacturing Practices (GMPs), a Hazard Analysis &amp; Critical Control Points (HACCP) plan, regular lot segregation, as well as other industry best practices. We are committed to providing the very best in pet nutrition and work tirelessly to that end.</p>                       |
| <p>Your site says your food is "formulated for reduced stool volume"—what does that mean?</p> | <p>'Formulated for reduced stool volume' means that we use quality, highly digestible ingredients that your dog is able to better utilize in their body, resulting in less stool.</p>  |



**Pregnant / Nursing**

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| Can I use Gastro Pro Plus with my nursing dogs?   | Yes, Gastro Pro Plus is safe to use with dogs who are nursing.  |
| I am a dog breeder; does pawTree have any specific recipe(s) that are better for pregnant dogs? | If you are filling out a pet profile, click 'Lactating Mom' and we will help you get the right recipe. The most appropriate recipe for your pregnant dogs would be our Real Chicken & Sweet Potato Recipe. This recipe is formulated to meet the nutrient levels established by the AAFCO Dog Food Nutrient Profiles for growth and maintenance. The GAs read: Protein (min): 32%, Fat (min): 18%, Crude Fiber (max): 4%, and Moisture (max): 12%. In addition, we guarantee calcium, phosphorus, vitamin E, DHA, Omega-6 and Omega-3 fatty acids and glucosamine. We aren't aware if anyone has used this particular recipe for their pregnant dogs, but you should have a good experience based on the formula and high quality ingredients used. |
| Is the Flea & Tick Spray safe for a pregnant or nursing dog or cat?                             | Though this is a natural product, we do not recommend using our Flea & Tick Spray on pregnant or nursing dogs or cats.  |

**Other food/supplement-related questions**

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| How many cups of your kibble are there in a pound?         | Each recipe is slightly different but there is little more than 3 cups per pound, or 35-40 cups per 10.3-lb. bag.  |
| What is "feeding raw" and what are the benefits and risks? | <p>Feeding raw can mean a couple different things, but generally when someone says they "feed raw" it means they either offer a home-prepared meal and buy raw meat (like raw chicken) and a few fruits or vegetables at the grocery store and give it to their dog for its meal...or there are also a few pet food brands that offer a "raw" diet so it's also possible that they buy their raw meal at a pet store either fresh or frozen.</p> <p>A diet consisting primarily of raw meat, organs, bone, and fat reflects what your pet would eat in his natural habitat. With natural proportions of vitamins, minerals, enzymes, proteins, and amino acids, raw diets provide wholesome nutrition for the health and well-being of your animal companions.</p> <p>One of the reasons people cite for feeding a raw diet is that it is a more "natural" diet for dogs. The theory is that wild canids would eat a diet mainly consisting of raw meat and bones, so people should try and mimic this diet when feeding their pets.</p> |





**The Benefits**

Health. Raw diets (especially home-made diets) allow you to meet your dog's specific needs. Raw diets can be prepared to avoid foods that your dog is allergic to (if you truly know) and can be made to meet your dog's specific nutrient requirements.

**The Risks**

Safety. Raw diets have been found to contain Salmonella, Campylobacter, Escherichia coli O157:H7, Clostridium perfringens, Clostridium botulinum, and Staphylococcus aureus, all of which are known human and canine pathogens. These bacteria are shed in dog stools and may be transferred to carpets and furniture as the dog moves around the house. These pathogens usually only pose a serious human risk to the immuno-compromised, the elderly, and young children; however, this is a very important consideration if you are feeding a raw diet and have people in these risk groups living in your home.

In addition, there is a potential risk to dogs from certain pathogens found in raw foods, such as Neospora caninum, found in raw beef, Nanophyetus salmincola, found in raw salmon, and Trichinella spiralis, which is found in raw pork and wild game such as deer, elk, and moose. All of these pathogens can make your dog sick and are potentially fatal. Feeding bones can cause choking, intestinal blockage or perforations, and chipped or broken teeth.

Health. Because it can be difficult and time consuming to adequately balance a raw diet, nutritional deficiencies, especially in vitamins and minerals, are a significant possibility. To complicate the matter even further, some nutritional deficiencies take many months to show up and you may not see the problems with feeding a particular diet until the animal has been eating it for months or years.

Raw vegetables are often poorly digested by dogs. Most of the nutrients in raw vegetables are rendered more available when they are lightly cooked and then ground. Convenience. Feeding raw food is expensive and time consuming. The preparation of balanced meals for your dog every day can be a challenge to fit into a busy lifestyle. As a rule of thumb, if you are eating out more than three meals a week, you are likely too busy to properly prepare meals for your dog, so a home-made raw diet may not be the best choice for your life schedule.

Raw diets are particularly inconvenient if you travel frequently, whether your dog goes with you or stays behind. Many hotels are not equipped to deal with raw food storage, not all commercial brands are available everywhere, and some boarding facilities charge a premium for dogs on raw diets because of the space required for food storage.

(Raw feeding continued)



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| <p>Can "raw feeders" use pawTree?</p>  | <p>Absolutely! We find that pawTree offers a wonderful option to people who have a desire to feed raw. First, pawTree offers a variety of treats, pet food seasonings, and supplements that work very well with a "raw" diet. For example, all of our freeze-dried pawTreats, are raw. Our Wild Alaskan Salmon Oil is a wonderful supplement to a raw diet. And our pawPairings are freeze-dried raw fruits and vegetables and freeze-dried raw meat. So we have several products that nicely compliment and support a raw diet.</p> <p>Second, we find that many raw feeders make that choice because they have not found a commercial food that meets the needs of their pets and resort to raw feeding as a time-consuming, expensive, inconvenient "last resort."</p> <p>Although our kibble is not raw, our complete nutrition plan includes several raw components (pawTreats, pawPairings, Wild Alaskan Salmon Oil, etc.) and is incredibly nutritious and effective at meeting the unique needs of each individual pet that we find many raw feeders either feed pawTree part of the time or move their pets completely to a pawTree nutrition plan once they learn about pawTree.</p>   |
| <p>I am happy with the dog food I am currently feeding my dog and it sounds very similar to pawTree's dog food, so why spend the extra money plus shipping fees to switch?</p> | <p>It's great that you understand that feeding a more natural diet is better for your dog! Many pet parents don't realize this so you're way ahead of the game! But choosing the right food is still very challenging. How do you know that you're feeding the "right" food for your unique dog? Some well-known brands have over 70 dry dog food products available to choose from. The difference is that pawTree® provides custom nutrition plans for YOUR unique pet. This means that we take into account all the information you provide about your pet, and our scientific algorithm (developed by our experienced Veterinarians and Ph.D. in Animal Nutrition) creates the optimum nutrition plan for YOUR dog. Even the premium, natural dog foods available don't provide the superior quality of pawTree dog food because our customization approach gives you the proper amount of protein, fat, fiber, vitamins, minerals, fatty acids, and calories specific to the needs of your particular pet.</p> <p>Also, our food, supplements and treats work synergistically to address all of your pet's health needs. Unlike most pet foods on the market, we offer more than just food, we offer total nutrition for the life of your pet.</p> <p>You can buy with confidence because we take the guesswork out of pet nutrition. You may think what you're feeding is similar to ours...but how do you know for sure?</p> <p>pawTree offers unsurpassed quality from the ingredients we use through the manufacturing process. For example, not all proteins are the same, some brands use inferior raw materials, as well as add other ingredients to bulk up their protein numbers. Feeding a pawTree customized nutrition plan to your pets will help you feel good about them eating well and contribute toward a healthy, vibrant life.</p> |
| <p>My dog is a very picky eater, do you have any suggestions to help my dog transition and enjoy the pawTree kibble?</p>   | <p>Try crumbling some pawTreats over the top of the food, try adding a bit of water to the pawTreats to rehydrate them and make a 'gravy' out of it. Also, adding some pawPairings will provide delicious flavor, along with antioxidants, vitamins &amp; minerals; the Wild Alaskan Salmon Oil will of course add a fish flavor to the food that many dogs go crazy over.</p>   |



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| <p>Do you offer samples of your dog food so I can try it first to make sure my dog likes it?</p> | <p>Not exactly, but we do something even better. We don't have a traditional small sample pack for two reasons. First, with our customized approach to nutrition, we need you to complete a pet profile first so we know which of our amazing pawTree recipes to send you.</p> <p>And second, all new dog food should be introduced over a 5-7 day period to help avoid digestive upset and then continued for a few weeks to see results. A small sample isn't enough to accomplish this.</p> <p>So we do something even better. We offer a 100% Satisfaction Guarantee so that you can try the food and the entire nutrition plan recommended without any risk, because if you or your pet are unhappy or not satisfied, for any reason, we will simply refund your money. How's that for a "free sample"?</p>  |
| <p>Why isn't pet food considered one of the three qualifying items for free shipping?</p>        | <p>We wish we could afford to offer free shipping on every pawTree shipment, but as you probably know, the cost of shipping pet food is very expensive because it is very heavy and dense.</p> <p>When we ship other products that are smaller and lighter weight in the same box along with the pet food it helps defray the cost of shipping the food and allows us to offer free shipping on the entire order, that includes free shipping on the food. The good news is that shipping a few additional items along with the food is also in the best interest of the pet. A pet will do fabulous on our food alone, but the results will be even better if they use our pet food along with some pawTreats, supplements, and/or pawPairings. So there you have it! It truly is a win win!</p>   |
| <p>Are pawTree products cruelty free?</p>  | <p>pawTree is concerned for the health of all animals. Our specifications for our farm-raised protein sources is that they are fed balanced, healthy feed, and have free access to water and access to being outside.</p> <p>As for our food being natural and organic, all of pawTree's nutrition and health products are proudly "natural". This means that they do not contain any artificial colors or preservatives (as defined by AAFCO, Association of American Feed Control Officials). "Organic" is a term that is clearly defined by the USDA and refers to the handling and processing of ingredients and products (including sourcing), not the quality of the product. It states that the ingredients (organic meat, poultry, eggs, dairy, and plant foods) come from farms that don't use any pesticides, antibiotics, or hormones. In addition, a government-approved certifier must inspect the farm to ensure these standards are met.</p> |
| <p><b>Other questions</b></p>  |   |
| <p>How long does my order take to process and ship?</p>  | <p>It typically takes 1-2 business days to process your order and then it will take approximately 1-7 days for the item to get to your place of residence, depending on where you live in the US.</p>   |
| <p>What's the difference between pawTree Urine Eliminator™ and Oxy Shot™?</p>                    | <p>pawTree Urine Eliminator™ is most effective on pet urine stains, and Oxy Shot™ is most effective on other organic stains such as: feces, diarrhea, vomit, blood, grass, dirt, 'pet sweat', wine and coffee. The combination of the two will tackle any stain or odor you might encounter. Our general rule of thumb, if urine is involved, use Urine Eliminator™.</p>  |



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| <p>How does pawTree Urine Eliminator™ work?</p>           | <p>pawTree Urine Eliminator™ uses both a special enzymatic technology to break down urine proteins, as well as a unique bacteria blend to neutralize tough odors. It penetrates carpet fibers and padding and cleans all the way down to the subfloor, permanently removing urine stains and odor instead of just masking it. It helps prevent pets from re-marking the spot and is effective on both old and new stains.</p> |
| <p>How does pawTree Oxy Shot™ work?</p>                   | <p>pawTree Oxy Shot™ is a powerful oxy formula that penetrates deep and fast to remove stains and related odor. It eliminates the toughest household stains like: feces, diarrhea, vomit, blood, grass, dirt, 'pet sweat', wine and coffee. It helps prevent repeat marking and is effective on both old and new stains.</p>  |
| <p>Are Urine Eliminator™ and Oxy Shot™ 'all natural'?</p> | <p>Both Urine Eliminator and Oxy Shot contain natural ingredients, as well as ingredients that are 'naturally derived' (i.e. surfactants are plant-based). However, they are not 'all natural' as some ingredients, like peroxide, are not natural ingredients.</p>   |