



SUBSCRIBE AND SAVE GUIDE

**With advice on how to navigate
your Subscription Portal**



SUBSCRIBE AND SAVE GUIDE CONTENTS

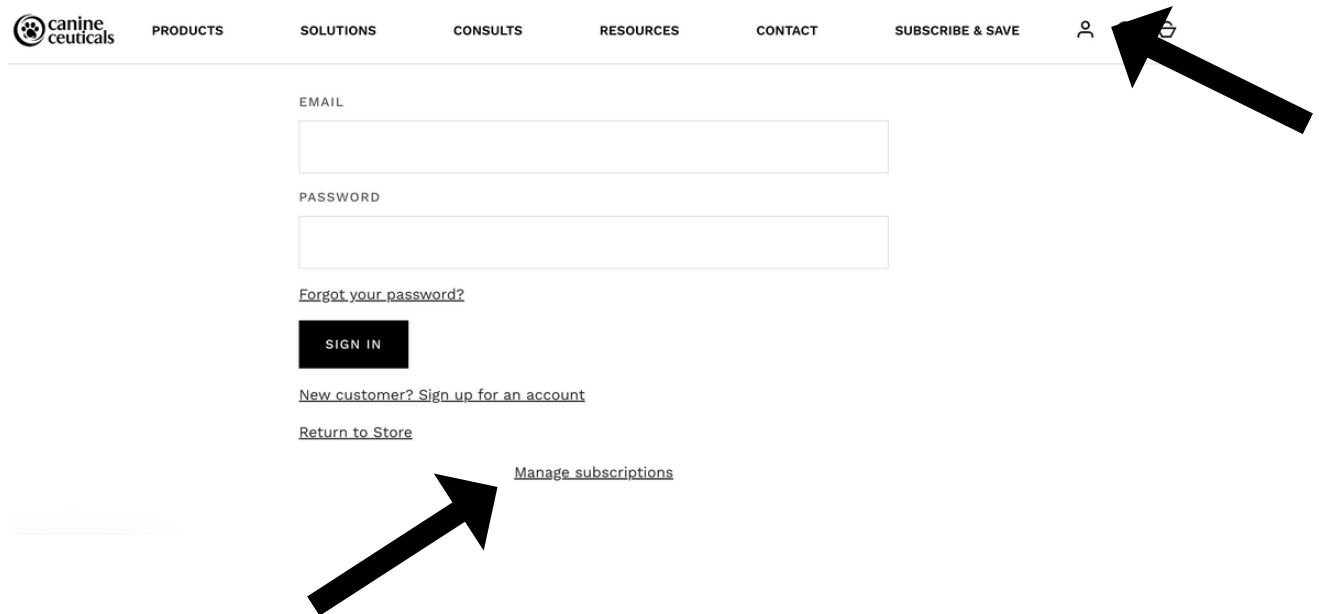
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LOGGING INTO YOUR ACCOUNT

You can access your subscription customer portal through your ReCharge App login.

When you first subscribe and save with us a ReCharge account is set up for you automatically. You can log in and access your customer portal by clicking on the Manage Subscriptions link.

You can also access your account using a customer portal magic link. This magic link is typically sent in the Subscription Confirmation email when you begin a subscription and the Upcoming Order email.



USING PASSWORDLESS LOGIN

Quickly access your customer portal with no password required using a 4-digit code sent to your phone or email. Sending the passwordless login 4-digit authentication code via SMS is only compatible with phone numbers from the United States. Australian accounts will receive the 4-digit code through email only.

Follow the steps below to sign in with your 4-digit code:

Step 1 - Request a passwordless login code

1. Navigate to your CanineCeuticals account login page.
2. Click the text that says 'Manage Subscriptions'.
3. In the Login window, enter your email address associated with the subscription account.
4. Click the Send login code button.

Step 2 - Check your email or text message

A 4-digit authentication code is sent to your email and/or by text message. This code is valid for four minutes. If the code is not confirmed within that time frame, you must complete Step 1 again to send a new login code

- If you only have an email address on your account: You will only receive the 4-digit authentication code via email.
- If you have a valid phone number and email address on your account: You will receive the 4-digit authentication code through email and SMS.

USING PASSWORDLESS LOGIN

Step 3 - Enter the 4-digit code into the passwordless login screen

1. In your browser, return to the login screen.
2. Type in the code you received by email or SMS.
3. When successfully logged in, the screen is redirected to your customer portal.

If you did not receive your 4-digit code via email or SMS, try these troubleshooting steps:

- Check your email spam folder.
- Try refreshing the passwordless login page and re-enter your email address to receive a new code.
- If you have exceeded five failed login attempts, refresh your web browser to help reset the login attempts. This requires you to re-enter your email address and obtain a new 4-digit code to try again.



PRODUCTS

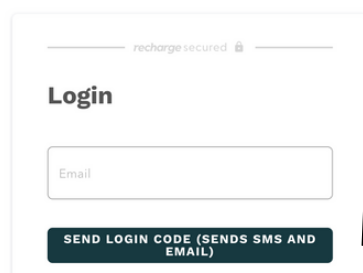
SOLUTIONS

CONSULTS

RESOURCES

CONTACT

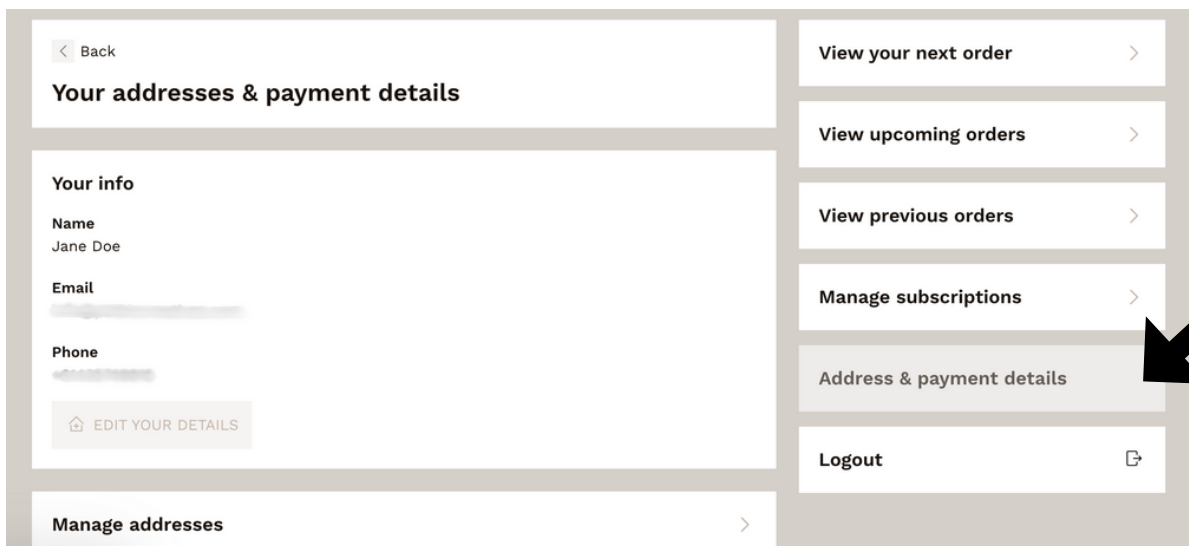
SUBSCRIBE & SAVE

A screenshot of a web browser showing a "Login" form. At the top, it says "recharge secured" with a lock icon. Below that is the word "Login". There is an input field labeled "Email". At the bottom of the form is a dark button with white text that says "SEND LOGIN CODE (SENDS SMS AND EMAIL)". A large black arrow points from the right side of the page towards the "SEND LOGIN CODE" button.

EDITING YOUR ACCOUNT DETAILS

To edit general information such as name, email, or phone number:

1. Log in to your customer portal.
2. Click the Address & payment details tab and select Edit your details.
3. In this popup, you can update your details and select Save changes to confirm.

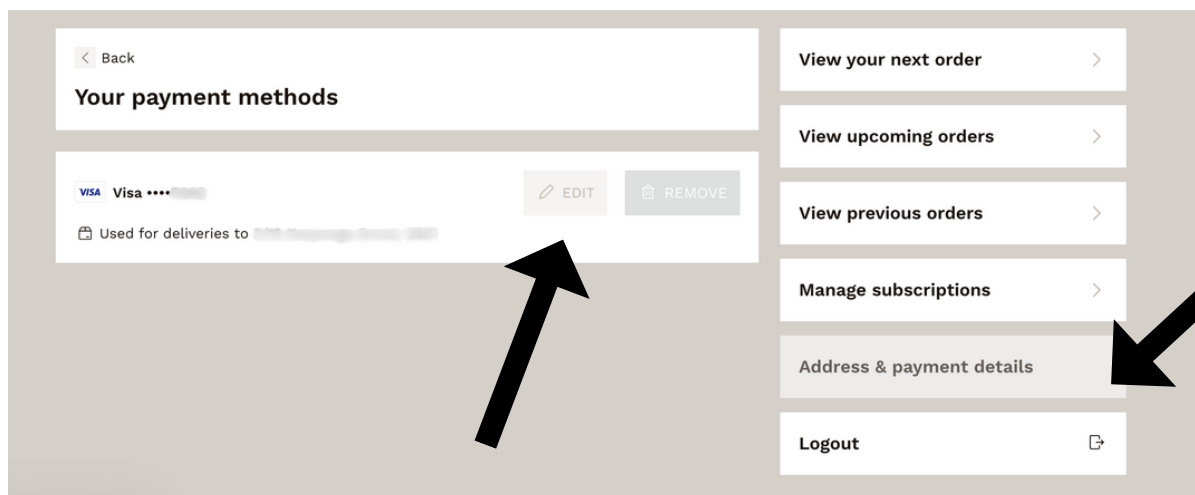


UPDATING BILLING INFORMATION

There are two options you can use to update your existing billing information.

OPTION 1

1. Log in to your customer portal.
2. Click the Address & payment details tab and select manage payment methods.
3. Click Edit on the existing payment to update.
 - Stores on the Shopify Checkout Integration will display a pop-up to Send edit payment link.
4. Select an option for how this payment method will be applied to orders, and fill out the form with the updated information.

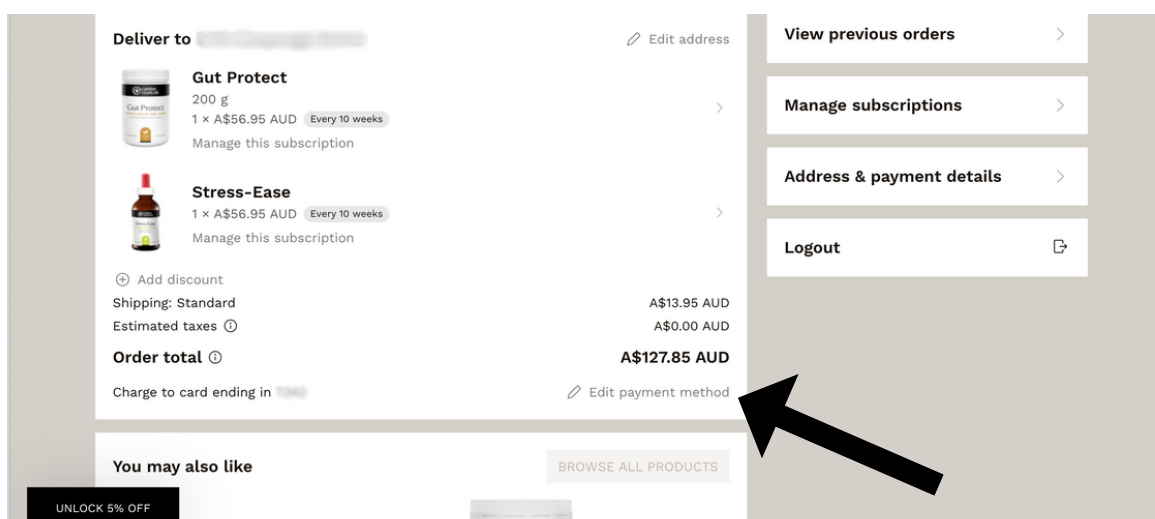


5. Click Add payment method to confirm your changes.

UPDATING BILLING INFORMATION

OPTION 2

1. Log into your customer portal.
2. In the View your next order tab, click Edit payment method. Editing this will update the payment method for all orders, not only the next order.



3. Select an option for how this payment method will be applied to orders, and fill out the form with the updated information.
4. Click Add payment method to confirm your changes.

Add your payment method

Country
Please select a country...

Province State Postal code

Company

Phone

Update all of my subscriptions to use this payment method.

ADD PAYMENT METHOD

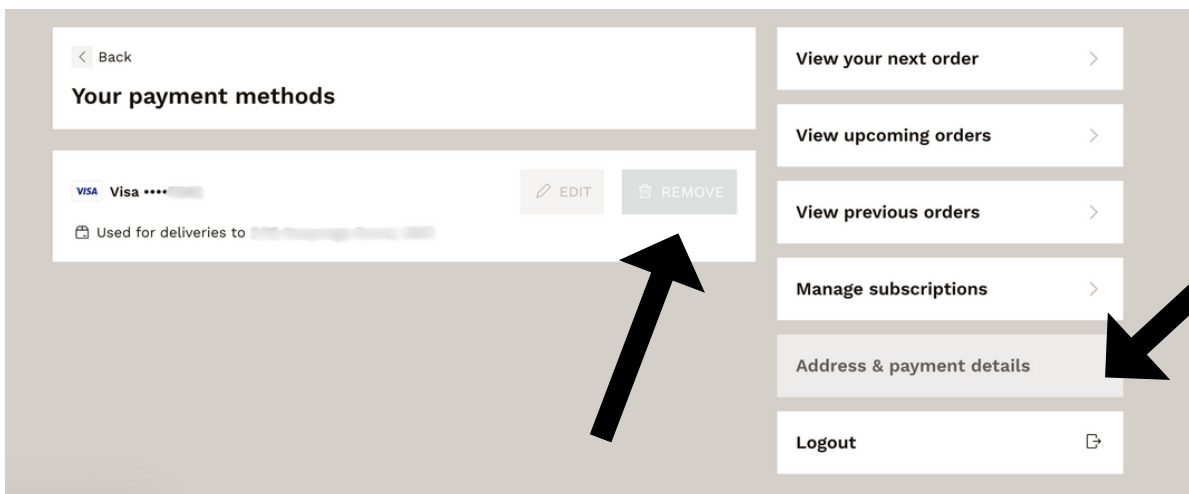
Cancel

REMOVING PAYMENT METHOD

Note: Removing a payment method from the customer portal is only available for subscription customers. All other customers will need to manage payment methods directly through Shopify checkout.

To remove an existing payment method:

1. Log in to your customer portal.
2. Click the Address & payment details tab and select manage payment methods.
3. Select Remove on the existing payment to delete. Note that payment methods for active subscriptions can't be deleted.

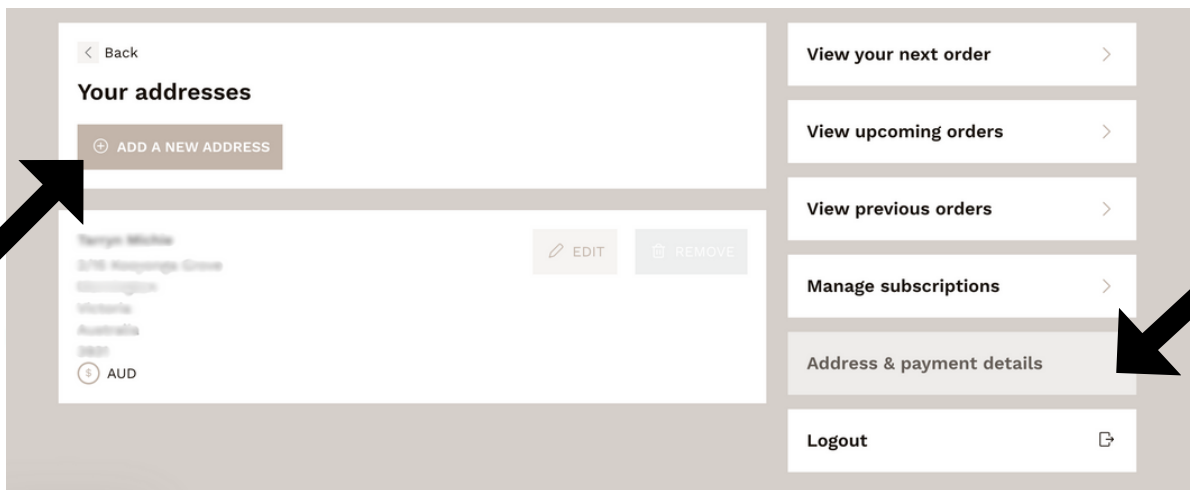


If you used PayPal as your payment gateway, you can edit the payment method in your PayPal settings. Otherwise, you need to cancel the subscription and start a new subscription via checkout.

ADDING A NEW ADDRESS

To add an address, log into your customer portal:

1. Click the Address & payment details tab and select manage addresses.
2. Select Add a new address and fill out your new address information.
3. Select the payment method that will be associated with this address and click Save address to confirm your changes.



EDITING AN ADDRESS

There are two options you can use to update an existing address.

OPTION 1

1. Log in to your customer portal.
2. Click the Address & payment details tab and select manage addresses.
3. Click Edit on the address to update.
4. Select an option for which orders this address will be used for and fill out the updated address information

FREE STANDARD SHIPPING FOR DOMESTIC ORDERS OVER \$130 AUD or USA ORDERS OVER \$150 USD

canine ceuticals PRODUCTS SOLD

SUBSCRIBE & SAVE

Back

Your addresses

ADD A NEW ADDRESS

AUD

Which orders do you want to use this address for?

USE THIS ADDRESS FOR ALL MY PRODUCTS

KEEP PRODUCTS WITH DIFFERENT ADDRESSES SEPARATE

FIRST NAME LAST NAME

PHONE NUMBER

+61

COMPANY (OPTIONAL)

ADDRESS LINE 1 ADDRESS LINE 2 (OPTIONAL)

our next order

coming orders

previous orders

subscriptions

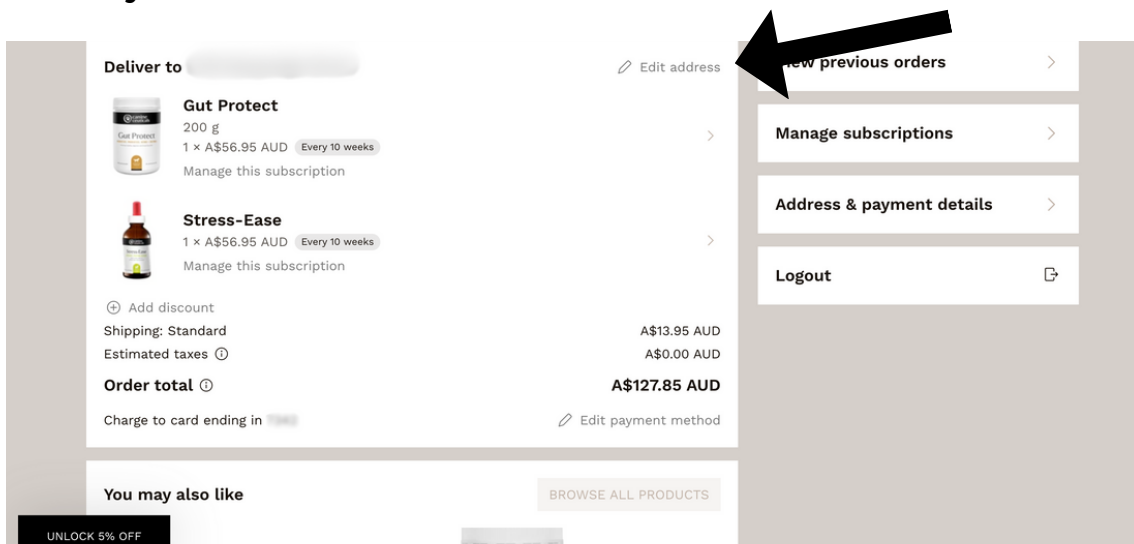
Addresses & payment details

5. Click Save changes to confirm.

EDITING AN ADDRESS

OPTION 2

1. Log into your customer portal.
2. In the View your next order tab, click Edit address. Note that updating your address will update the address for all orders, not only the next order.



3. Select an option for which orders this address will be used for and fill out the updated address information.

Edit your address

Which orders do you want to use this address for?

- USE THIS ADDRESS FOR ALL MY PRODUCTS
- KEEP PRODUCTS WITH DIFFERENT ADDRESSES SEPARATE

FIRST NAME

LAST NAME

PHONE NUMBER

COMPANY (OPTIONAL)

ADDRESS LINE 1

ADDRESS LINE 2 (OPTIONAL)

4. Click Save changes to confirm.

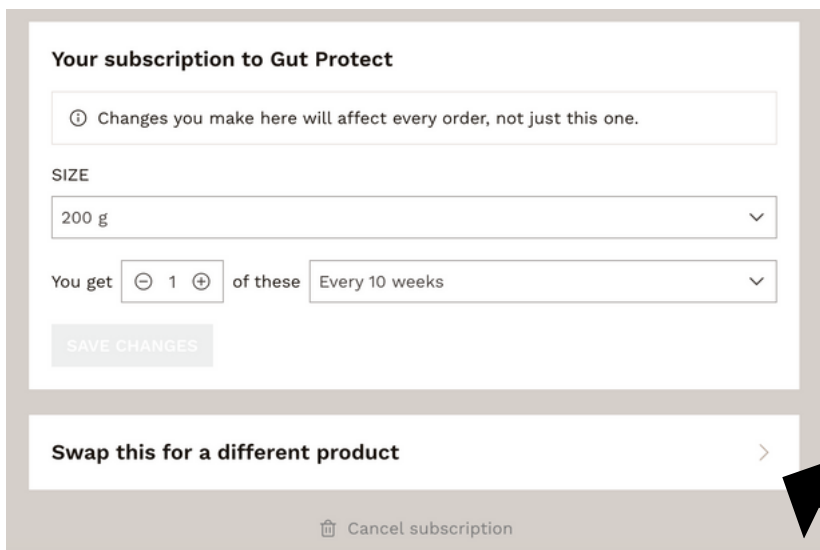
SWAPPING PRODUCTS

To swap a product:

1. Login to your customer portal.
2. Click the Manage subscriptions tab.
3. Under the subscription you want to edit, select Manage this subscription.

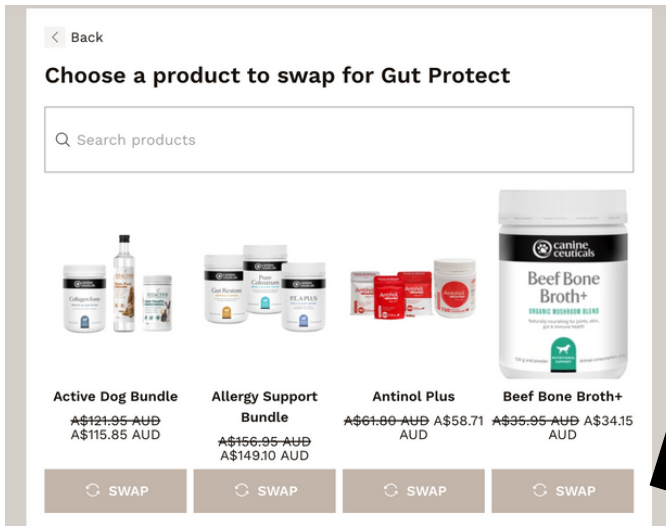


4. Select Swap this for a different product.



SWAPPING PRODUCTS

5. Choose a product to swap for the current product and click Swap.



6. Review the product options and select Swap product to confirm.

PROCESSING YOUR ORDER IMMEDIATELY

Process your order immediately rather than the order date originally scheduled.

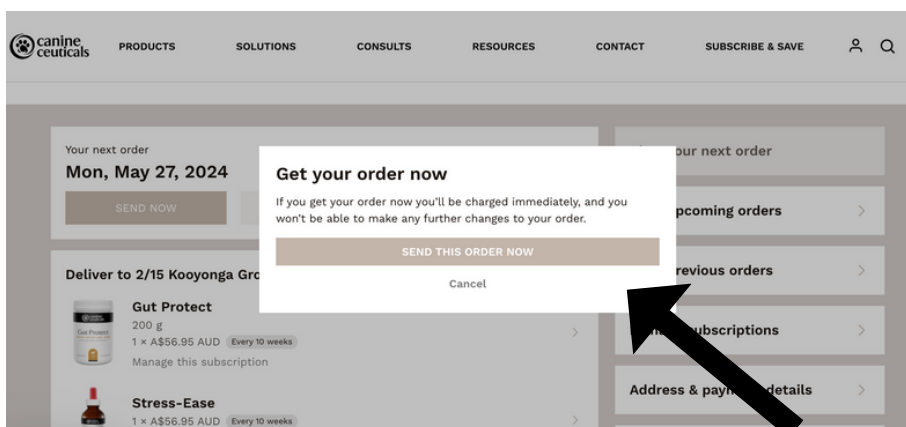
After an order is processed, the next charge date for the subscriptions in the order gets recalculated based on the subscriptions frequency. For example, if the subscription gets delivered every month and today is January 1st, after I click order now, my next order will now happen on February 1st.

To send your order now:

1. Log into your customer portal.
2. In the View your next order tab, click Send now.



3. Select Send this order now to confirm.

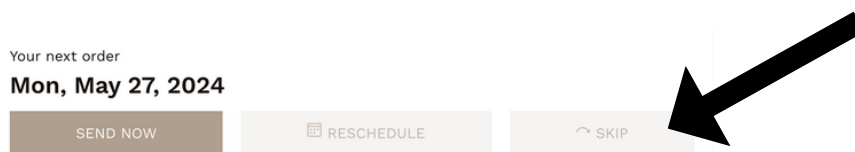


SKIPPING YOUR NEXT ORDER

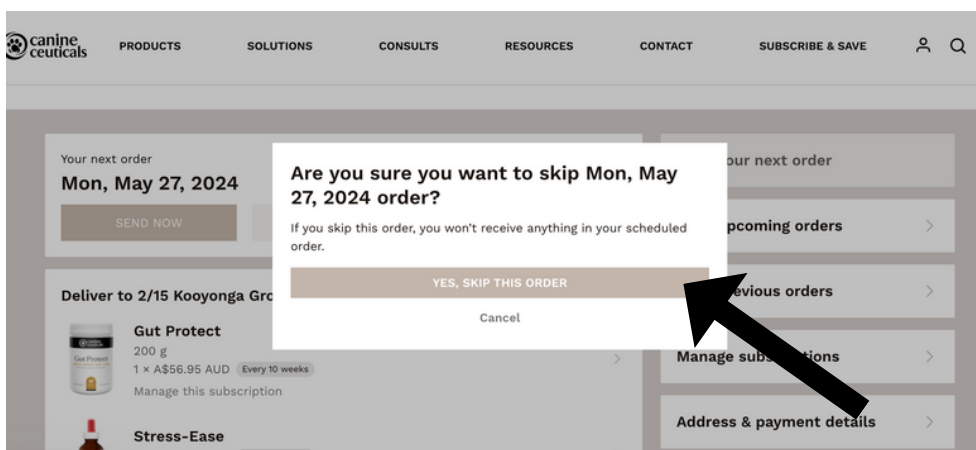
Skipping your next order will skip all subscriptions within the order. One time products cannot be skipped and will get rescheduled to the following order. There are two ways you can skip an order.

OPTION 1 - SKIP YOUR NEXT ORDER DIRECTLY IN THE VIEW YOUR NEXT ORDER TAB

1. Log into your customer portal.
2. In the View your next order tab, click Skip.



3. Confirm your changes by clicking Yes, skip this order.



SKIPPING YOUR NEXT ORDER

OPTION 2 - VIEW UPCOMING ORDERS TO SELECT ORDER FOR SKIP

1. Log into your customer portal.
2. Click the View upcoming orders tab to see all upcoming deliveries for your subscriptions.
3. Click Skip next to the delivery you would like to skip. If you want to unskip a delivery, click Unskip next to the order.



4. Click Yes, skip this order to confirm your changes.

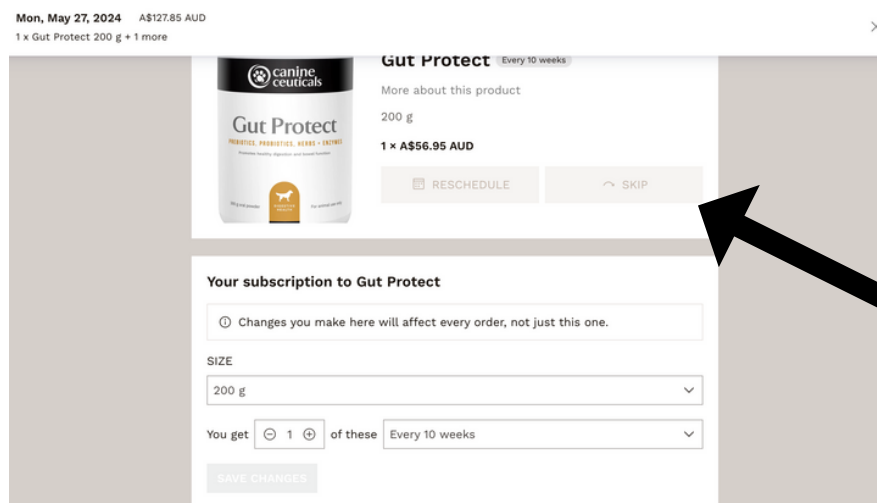
SKIPPING A SUBSCRIPTION

To skip your subscription:

1. Login to your customer portal.
2. Click the Manage subscriptions tab.
3. Under the subscription you want to skip, select Manage this subscription. You can also access this page by selecting the subscription product within an order.



4. Select skip.



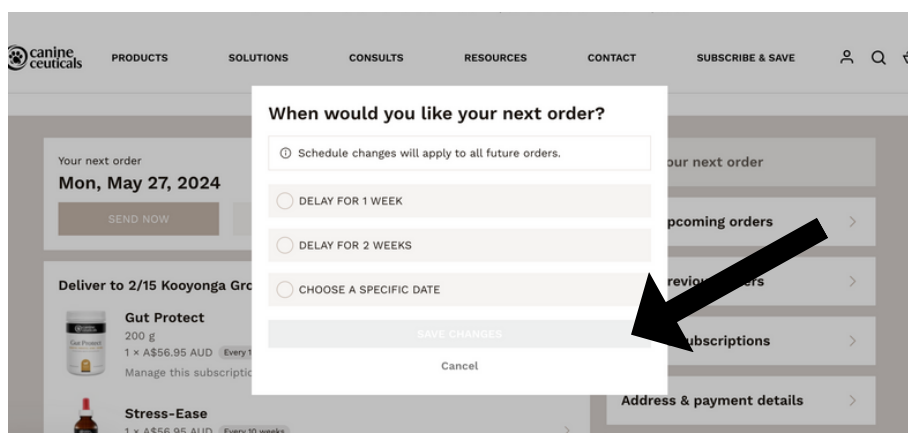
5. Confirm by clicking Yes, skip from this order.

EDITING YOUR NEXT ORDER DATE

While you're changing the date, following orders will be rescheduled based on this next order and the delivery frequency of the subscription.

Login to your customer portal to adjust the order date:

1. In the View your next order tab, click Reschedule.
 - The reschedule modal will display an estimated charge date to reschedule the order based on the frequency of the subscription. For example, if your subscription is on a 30 day frequency, the modal will suggest a reschedule date one month from the original charge date.
2. Select the new order date and click Save changes to confirm.



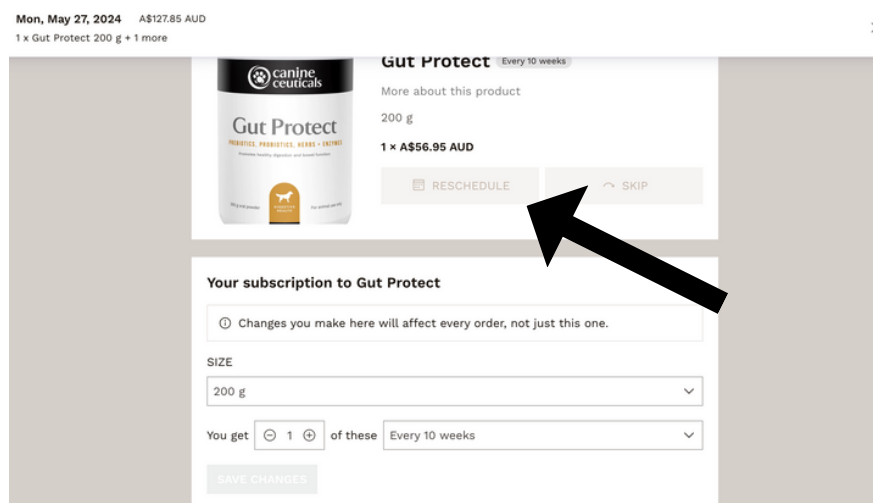
EDITING YOUR NEXT ORDER DATE

You can also reschedule all subscriptions in an order:

1. Login to your customer portal.
2. Click the Manage subscriptions tab.
3. Under the subscription you want to reschedule, select Manage this subscription. You can also access this page by selecting the subscription product within an order.



4. Select reschedule.



5. Select the new date and click Save changes to confirm.

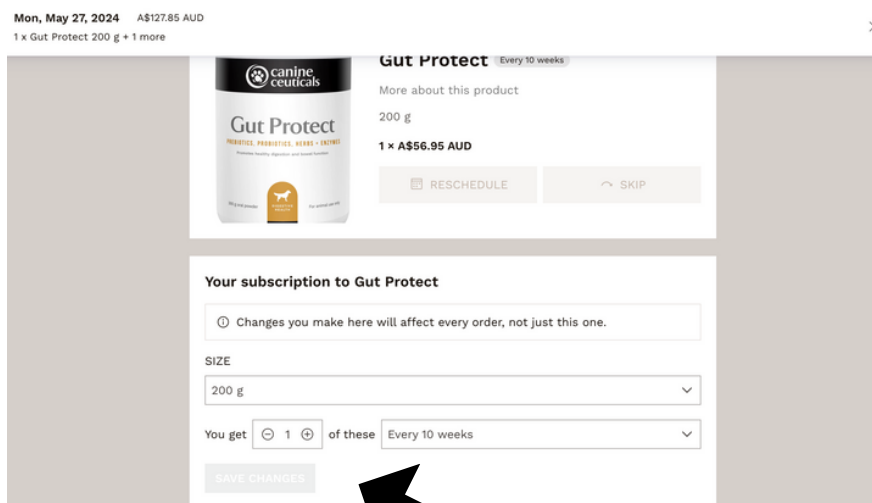
EDITING DELIVERY FREQUENCY FOR A SUBSCRIPTION

To edit the frequency for a subscription:

1. Login to your customer portal.
2. Click the Manage subscriptions tab.
3. Under the subscription you want to edit, select Manage this subscription.



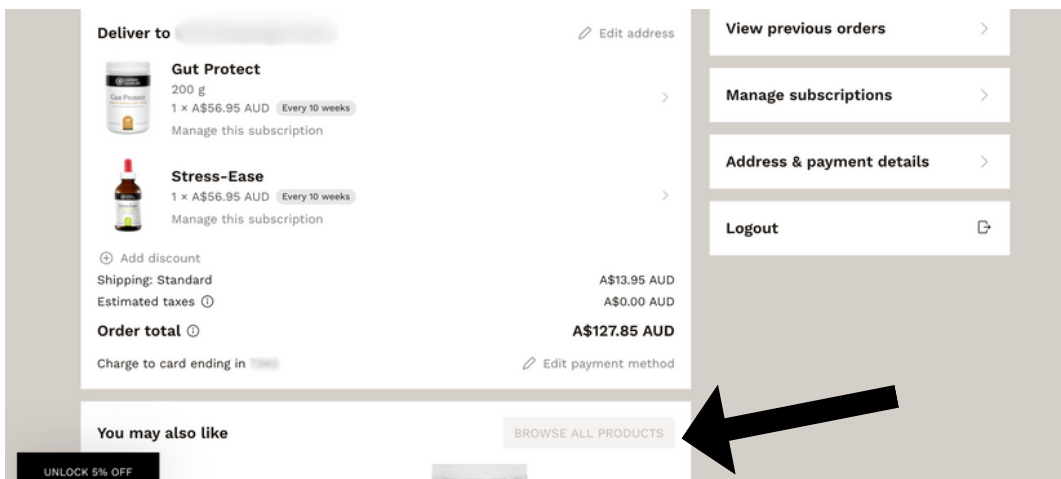
4. You can change the quantity of products and frequency, then select Save changes to confirm.



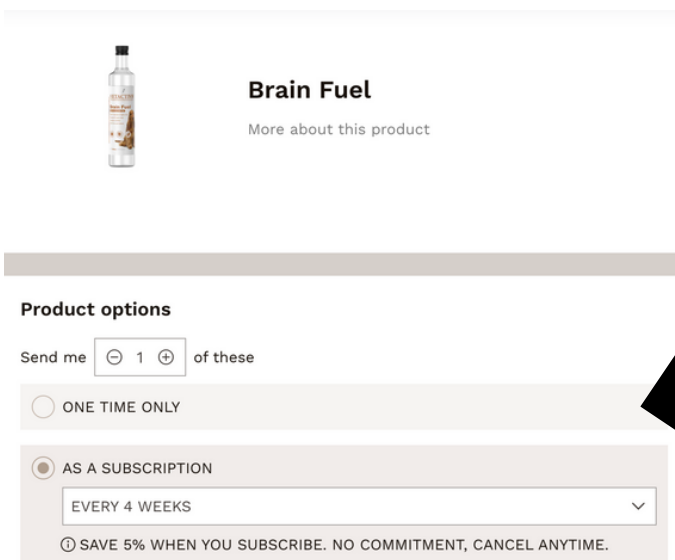
ADDING A ONE-TIME PRODUCT TO AN ORDER

One-time products can be added to your order. Login to your customer portal to add products:

1. In the View your next order tab, select Browse all products. You can also select +Add from the quick view menu.



2. Click +Add on the desired product.
3. Select the One time only option and click Add to order to confirm.

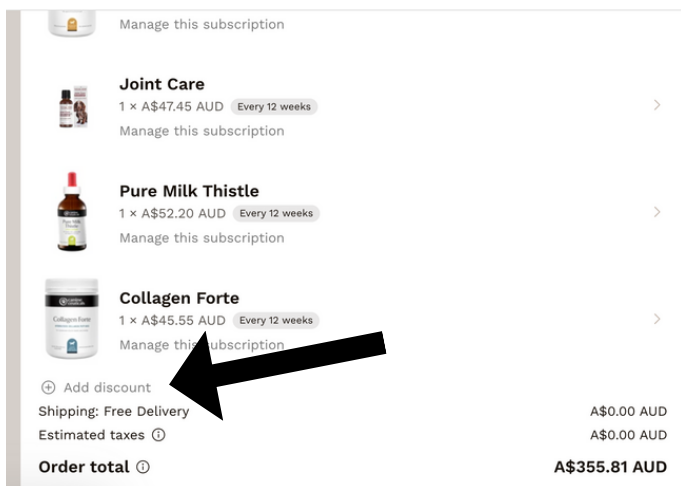


ADDING A DISCOUNT

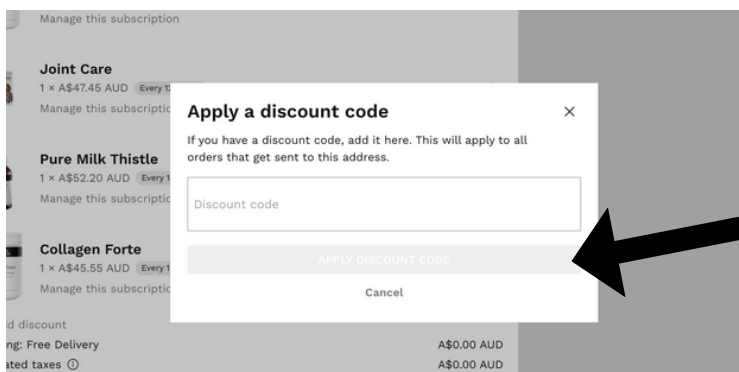
Discounts get associated with an address and discounts added will be applied to all orders linked to that address as long as the coupon is valid.

To add a discount code:

1. Login to your customer portal.
2. Navigate to the View your next order tab.
3. Click +Add discount.



4. Enter the code and select Apply discount code.



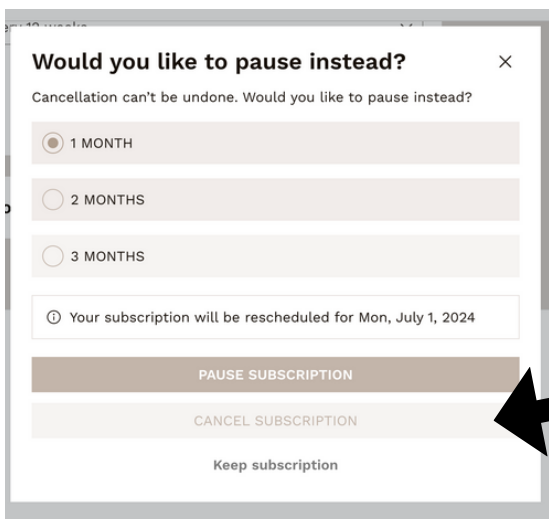
PAUSING A SUBSCRIPTION

To pause your subscription:

1. Login to your customer portal.
2. Click the Manage subscriptions tab.
3. Under the subscription you want to pause, select Manage this subscription.



4. Click Cancel subscription and the pause a subscription options will display. Select how long you want to pause your subscription for and click Pause subscription.



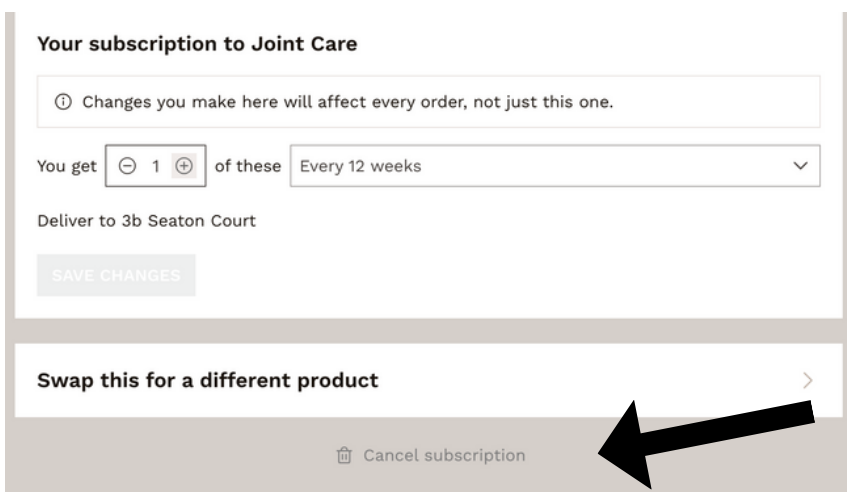
CANCELLING A SUBSCRIPTION

To cancel your subscription:

1. Login to your customer portal.
2. Click the Manage subscriptions tab.
3. Under the subscription you want to cancel, select Manage this subscription.

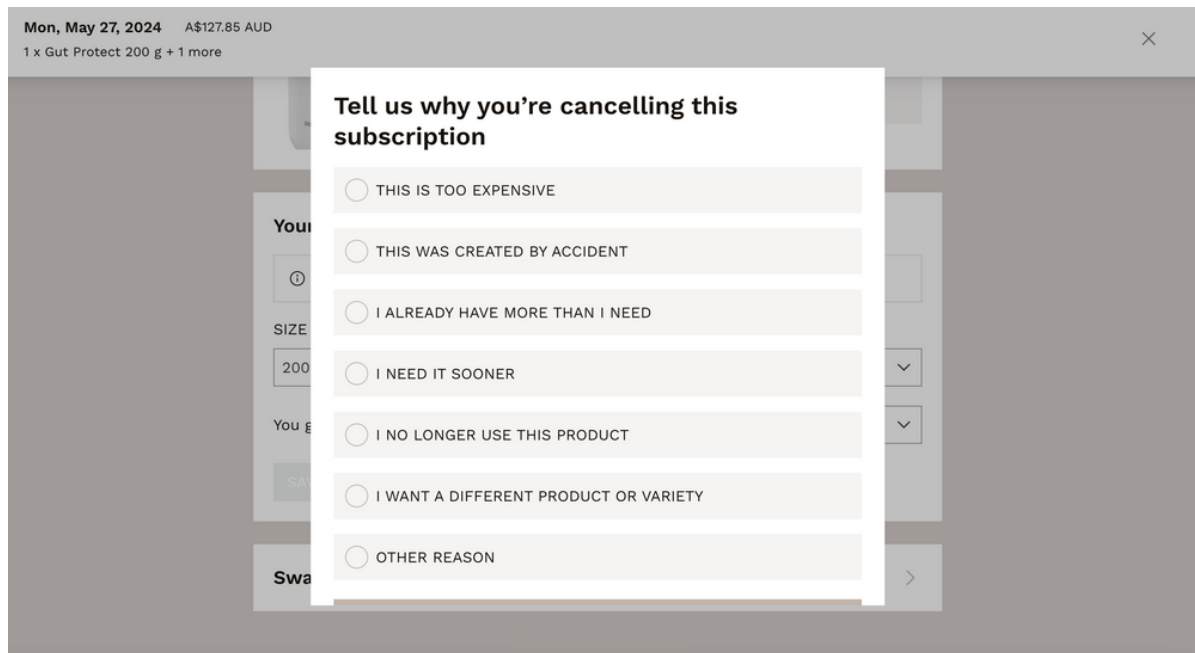


4. Click Cancel subscription, then Cancel subscription again.



CANCELLING A SUBSCRIPTION

5. Provide a cancellation reason and click Next, then confirm the cancellation by selecting Cancel subscription.



REACTIVATING A SUBSCRIPTION

If you want to reactivate a subscription that was previously canceled:

1. Login to your customer portal.
2. Click the Manage subscriptions tab.
3. Select Inactive
4. Click + Reactivate to reactivate a cancelled subscription.

