

FREQUENTLY ASKED QUESTIONS FOR RE-ORDERING

Ahh! I am running out of my Pet Parents® Inventory, what do I do?

Don't panic. We will get you taken care of! Check out the FAQ's below that will help you answer question you may have about re-ordering & you will be stocked back up in no time.

Q: What is the re-order minimum order quantity?

A: Just a small amount of \$100. To give you an idea, an order of XS through XL dog diapers (1 of each, 5 total) & 1 small pee pad, brings you right around the MOQ at \$100.13

Q: How do I place my re-order?

A: If you placed your first order with us through the B2B Portal, you will use the same account that you made & log back in to place your next order. If you did not place your first order with us through the B2B Portal, email Customer Success at customersuccess@petparentsbrand.com & you will be sent a link to the portal. Once you receive the link in your email, you can create an account & login to access all of the products & place your order so it will go directly into our fulfillment system.

Q: Help! I forgot my account information to the B2B Portal & can't get logged in to place my order. What do I do?

A: Email Customer Success at customersuccess@petparentsbrand.com & you will quickly be resent the link so you can change your password & successfully get back into the portal to place your order.

Q: I don't remember the link to access the B2B Portal, what is it again?

A: <https://petparentswholesale.dearportal.com/Account/Login?ReturnUrl=%2F>

Q: Can't I just place my order through email or the phone?

A: No, we recommend placing all orders through our B2B Portal because it is the most efficient & accurate way to place orders. By doing this, we both avoid any miscommunication or confusion & it goes directly into our fulfillment system instead of requiring us to manually input it.

Q: I need my re-order fast because I am running so low on product, how can I make sure I get it right away?

A: You will receive your invoice within 24 hours after placing your order, as soon as that is paid, we will ship out your order! So, the quicker you pay your invoice, the quicker you will receive your products. You can also choose to pay for expedited shipping if it is an emergency.

Q: How do I get my invoice?

A: You will receive an email within 24 hours of placing your order from "AO LLC" & the subject line will say "Invoice INV-##### from Pet Parents®." If you do not receive this email within that time frame, please contact Customer Success at customersuccess@petparentsbrand.com.

Q: How do I pay my invoice?

A: On the invoice you receive, there will be a "Pay with stripe" button. Once you click it, you can input your credit card info & quickly pay through that. It will save your info for your future orders, making the payment process very convenient!

Q: Can I pay over the phone or by check?

A: No, we ask that you pay directly through the invoice, as it is the safest & quickest option.

Q: I want to purchase product(s) in my next order that I haven't purchased before. Is there anything special I need to do?

A: Nope! You have access to all products available in the B2B Portal & can add anything new to your orders whenever you like. The ordering process will stay the same.