

GENERAL FAQs

FOR RETAILERS



Some questions you may find yourself asking...

Q: The contact person who makes our purchases has changed, what do I need to do to get it updated in your system?

A: No worries! Just send an email to Customer Success at customersuccess@petparentsbrand.com with the updated contact information & they will get it taken care of.

Q: What time of the year does your product category typically sell the most?

A: Our peak season is October through April! Because of the colder weather & the holidays, pet parents need our products during this time more than ever.

Q: Help! I need suggestions on what to buy/what is going to sell the best in my store. What do I do?

A: We would love to help give you suggestions! Contact our Customer Success Team at customersuccess@petparentsbrand.com & they will provide you with everything you need to know.

Q: Do you guys go to any trade shows?

A: Yep! You can find us at Global Pet Expo & SuperZoo. We always let our stores know what booth & what new products we are bringing so you have something to look forward to when stopping by.

Q: Do you ever provide bulk discounts? Or free shipping for spending x amount?

A: No we don't - but hear us out! The reason being is that we don't want you to have to reach a specific price or quantity every time you order with us. Or even worse, we don't want you to feel like you have to hold off re-ordering because you want to wait until you are ready to meet the minimum for the free shipping/discount & risk running out of stock on the products/sizes/colors that sell quicker than others, when you can simply be re-ordering whenever you need to with our small MOQ.

Q: How long does it typically take to get my order after I place it?

A: After we receive your payment, our warehouse team works their tails off & gets your order packed up & shipped out within the next 3 to 5 business days. So, you can generally expect to receive your order 4 to 6 business days after receive your payment.

Q: What tools do you have for me to utilize to better educate myself & my team on your products?

A: We have an Online Training Program that is full of good information & educational material for this reason specifically. We also have a Merchandising Program that provides you with a variety of merchandising advice & tools. Contact customersuccess@petparentsbrand.com for further details!