

PETS AGING WELL (PAW) PACKS — FAQs

Q: I signed up for my PAW Pack on the 8th, now it's the 30th, why haven't I received my PAW Pack yet?

A: We place our orders on a monthly basis. All orders placed **on or before** the 25th of the month will ship around the 15th of the next month. Orders placed **after** the 25th of the month will ship the the month after next.

Q: It's the 16th of the month and I haven't received my PAW Pack.

A: Our orders typically arrive around the 20th of the month, but it may take more or less time depending on where you live. If you still have not received your PAW Pack after several days, please reach out to us at pets@mather.com.

Q: I no longer need one/multiple of the products provided. Is it possible to remove this product from my subscription?

A: Yes! Please contact pets@mather.com.

Q: Can you substitute a different food/treat option?

A: No. Unfortunately we are not able to accommodate requests for substitutions at this time.

Q: Can my wife and I both sign up for PAW Packs?

A: No. This program is limited to one per household.

Q: Can my sister sign up? She lives with me but we both have our own pets.

A: No. This program is limited to one per household.

Q: Do I have to re-register at the end of the calendar year?

A: No. Your subscription in this program lasts 12 months from the date of your sign up. You will receive an email reminding you to renew your membership one month prior to the expiration date.



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Q: Can you sign up for this program if you live outside of Chicago?

A: No. At this time, only residents of select Chicago zip-codes are eligible to sign up for PAW Packs.

Q: Can my son sign up? He's 35.

A: No. This program is only available for adults aged 55 and better.

Q: I signed up three months ago and never received my PAW Pack.

A: Please contact pets@mather.com.

Q: What is the Pet Club?

A: Pet club is a monthly program hosted via Zoom where pet owners gather to discuss all things pets! Each session will take place from 1:00 p.m.– 2:00 p.m. CT. We'll meet on the fourth Wednesday of each month. More information can be found at www.mather.com/petclub.

Q: How can I get connected to other pet owners?

A: Check out a Pet Club meeting to discuss all things pets over Zoom or join us on Facebook to chat, ask questions, share resources, and share pictures of your pet!