

Passion for Pets frequent buyer plan – fact sheet

Congratulations on joining the Passion for Pets frequent buyer club. Below are some of the most commonly asked questions regarding the club. Please do not hesitate to contact us should you have any further questions.

Q. “Do I have to pay to join?”

A. Access to the plan is absolutely free. All you have to do is complete an application form.

Q. “Am I obligated to purchase a certain amount of product?”

A. You can buy as much or as little as you want, however to collect your free bag of food you must purchase at least ten bags.

Q. “Do I have a time limit to purchase my ten bags?”

A. You can take as long as you like and this will depend on your animal's needs.

Q. “What happens if I purchase different size bags?”

A. The smallest size bag you can purchase under the plan is 2kg. If you purchase different size bags over 10kg you will be given the most commonly sized bag as your free bag. For example, if you purchase 7 x 15kg bags, 2 x 8kg bag and 1 x 3kg bag you will receive a 15kg bag as your free bag.

Q. “Can I purchase my ten bags at any pet store?”

A. The Passion for Pets frequent buyer plan is exclusive to Passion for Pets stores. Part of the plan is that you must nominate a Passion for Pets outlet to purchase your bags of food from.

Q. “What brands of food are part of the plan?”

A. Currently they include the entire range of Eukanuba, Iams, Advance, Hill's and Nutrience. If for some reason a brand is added or removed, you will be notified by Passion for Pets.

Q. “Do I have to carry a card around to say I am part of the plan?”

A. All of your details are kept at the store you nominated so there is no need to have to carry anything. This means another friend or family member can purchase your food and it will be recorded under your name. It is important to let your Passion for Pets staff member know at point of sale that you would like the purchase details recorded on a plan.

Q. “How do I get my free bag of food?”

A. As you purchase each bag of food, they are recorded on a sheet under your name at your nominated store. When you have ten purchases, your Passion for Pets staff member will let you know and you can collect your free bag of food. You can check at any time where you are up to by simply asking at your nominated Passion for Pets store.