

CS FAQs: PetSmart Launch

1. What PrettyLitter products are available in PetSmart?
 - a. Is Scented PrettyLitter available?- [Both Unscented and Lotus Scented are available](#)
 - b. Are toys and accessories available? - [N/A](#)
 - c. Are food products available? - [N/A](#)
 - i. ~~Do we sell PrettyPlease food bundles or per item only?~~ [Bundle only on DTC](#)
2. What size bag will be available in PetSmart (6 lb and/or 8 lb)?- [8 lb bags](#)
3. What is the price of PrettyLitter bags in PetSmart? - [Approximately \\$26.99 \(Source: Petsmart Online\)](#)
 - a. Is the price the same across all PetSmart stores?
4. Will PrettyLitter be available in all US retail PetSmart locations or select stores?
5. Is there a launch in non-contiguous states PetSmart stores, if any?
6. Is there a launch in Canada PetSmart stores, if any? -[Yes! Future launch in early 2024. For now, US launch only.](#)
7. What is the replacement policy?
8. What is the refund policy?
 - a. Will PetSmart also be Odor-Seal Guarantee eligible? - [Yes! 30-Day Odor Seal Guarantee, Receipt is required](#)
 - b. What is the process for approved refunds (i.e. same as Walmart/Target?) - [Same as Walmart/Target](#)
 - i. US: Do we refund by check?
 - ii. CA: Do we refund via paypal or bill.com?
9. Will our website be updated to include the Refund Policy for PetSmart Purchases (similar to Target and Walmart Purchases)? - [Yes! Website update in the works](#)
10. Are we also going to be available in PetSmart online stores? - [Yes! Now available in Petsmart Online](#)
11. Is the refund policy the same for PetSmart online purchases?- [Yes! 30-Day Odor Seal Guarantee, Receipt is required](#)
12. For returns and exchanges, do we simply deflect the CX back to the store where they made the purchase?
13. Does PetSmart have a receipt lookup similar to Target/Walmart?
14. Do we price match? - [Yes. Petsmart has a Price Match Guarantee. More info can be found \[here\]\(#\).](#)