

## Rewards Club Frequently Asked Questions

**1. *If my bag has 2 UPC labels, which one do I cut out? Can I send in both?***

The one that you want to cut out is the one on the very bottom of the bag, not the one on the back next to the instructions. You may send both if you would like, but they will only count as one.

**2. *Is there a limit to how many UPC labels I can send at one time?***

There is not a limit to how many UPC labels you send at one time, or how many coupons you can receive at one time. We understand that you may have 1 cat or you may have 20!

**3. *Is there a time frame that I have to send the UPC labels in by?***

There is not a certain time that you must send in your UPC labels. You can send them in immediately after you use the bag, or you can save them for several weeks.

**4. *Do the coupons expire?***

The coupons do not have an expiration date. The date that is stamped on them is for record keeping and tracking purposes.

**5. *Can I use the coupons if I buy online (e.g. Amazon or Pet Food Direct)?***

Several online stores do not accept the coupons, but you can still participate in the Rewards Club!

**6. *Can I send in the cards that I find inside the bag?***

The cards found inside your bag of litter are a great way to learn about the Rewards Club and our Pet of the Month contest. We ask that you do not consider those as eligible to send because they may not be in every bag that you purchase. We want to make sure EVERY bag you purchase is eligible to be redeemed towards your reward of choice!

**7. *Can I send my coupon to a friend or relative?***

Absolutely—Ultra Pearls and Litter Pearls make great gifts for any occasion! Simply include their address on the Rewards Club form, and we will make sure they receive the coupon, as well as know you sent it to them!

**8. *What do you mean I can donate my free bag to a shelter?***

We acknowledge that many of our customers are involved with charitable organizations and we want to provide an opportunity for them to donate to those organizations. If you choose to give your free bag to a local shelter, we will send them the bag plus a letter stating who the donation came from.

**IF WE DID NOT ANSWER YOUR QUESTION HERE,  
PLEASE FEEL FREE TO CONTACT US VIA PHONE OR EMAIL.  
WE ARE HAPPY TO ASSIST IN ANY WAY THAT WE CAN.**