

Thank you for your Balance.it order!

MISSHAPENED BAGS OR POUCHES

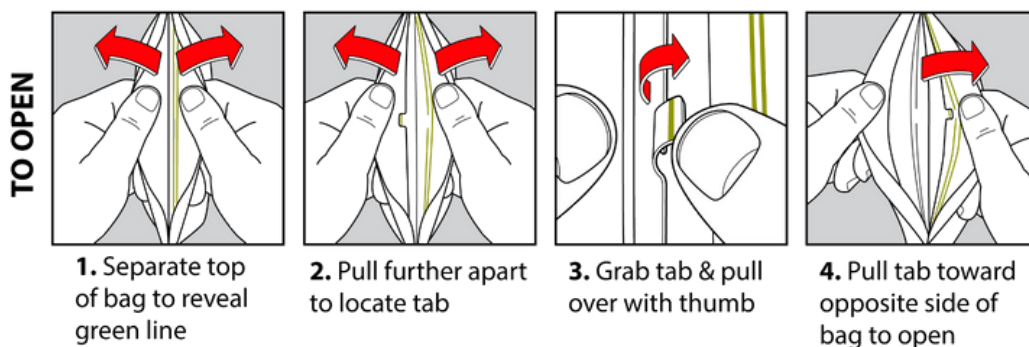


Bags/Pouches can sometimes become misshapen during transit (*the sides and bottom can be displaced inwardly or outwardly*).

Rest assured that the product remains fresh and safe for your dog/cat.

Please introduce the supplement slowly if your dog/cat is selective about their food.

All **bagged** (not 20 gram pouches) product(s) are sealed with a child resistant zipper per federal law. Please hold the inner tab towards the yellow/green line with your thumb when opening per the following instructions:



TO CLOSE: Press & slide to close, ensure tab is re-engaged

These instructions are also found on the back of the bag.

CHILD RESISTANT ZIPPER



SCOOPS



ONLY the larger 600/500 gram bags of Balance It® Canine K, Canine K Plus, and Feline come with scoops.

The above products come with 2 scoops: 1 small scoop (5 milliliters or mL or cc) that is clear, white, or the same color as the bag label, and 1 even smaller clear or white scoop (0.5 mL or cc). **Use the smaller scoop or jewelry gram scale to get more precise measurements.**

For any Balance It® product that does not come with a scoop, please use measuring teaspoons (one teaspoon equals approximately 4.9 milliliters or mL or cc) or a precision gram scale for measurement.

Occasionally these scoops settle into the powder during transit. If you cannot find them, we suggest you feel the bag from the outside or pour the powder out into a clean container and sift through the powder. We apologize for the inconvenience, but we have not found a solution to this rare occurrence.

ODOR



Purified amino acids and vitamins can have a strong natural odor, even when fresh and especially when warm. Therefore, if you would like to reduce the odor, we suggest storing them in the freezer or refrigerator to decrease their odor. This does not affect the guaranteed nutrient concentrations.

Our supplements are NOT dosed based on a per pound or kilogram body weight basis alone.

The amount of supplement depends on the specific recipe.

If you do not already know the amount of supplement to use, you can go to www.Balance.it for free recipes using the Recipe Builder powered by the Autobalancer®. Recipes may also be available directly from your veterinarian or board-certified veterinary nutritionist®.

AMOUNT



We gladly accept returns when received at our dedicated, Northern California FDA-registered food facility located at **350 Pioneer Avenue, Woodland, CA 95776, USA.**

Returns eligible for a full refund must have/be...

- In original packaging
- Original lot/date code still applied and visible
- Unopened or 3/4 full
- Postmarked within 45 days of the purchase

We do not pay for return shipping as most of our orders come with free or subsidized shipping to you. Any return to sender charges will be deducted from your refund. Any specially requested expedited shipping cannot be refunded under any circumstances.

Please include your order number and full name within the return or your refund may not be processed.

RETURN POLICY



The easiest way to reorder supplements is to go to your veterinarian or www.Balance.it to order your product online. We accept all major credit cards online.

If you need assistance with orders, shipments, or other issues, please email info@balanceit.com.

Many common questions are answered on our FAQ page at Balance.it > Support or balance.it/faqs.

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REORDERING AND MORE

