



IAMS™ Checkup Challenge FAQ:

GENERAL QUESTIONS

Should I use my phone or a computer to apply for the rebate?

You can use either, but a phone with a camera will make it super easy to submit your receipts.

What if there's a problem with any of my receipts?

Don't worry! If we run into any issues with your vet visit or IAMS™ pet food receipts (like we can't read them or they have invalid dates, for example), we'll send you an email and tell you exactly what we need. Just be sure that email doesn't get stuck in your junk, spam or clutter folder. It will come from redem.checkupchallenge@iams.ca.

What if I make a mistake while uploading a receipt?

No problem! Just email us at help.checkupchallenge@iams.ca and one of our team members will respond promptly.

What if I'm having trouble participating in the program?

Please email us at help.checkupchallenge@iams.ca. Include as many details as possible about the problem you're having and one of our IAMS™ team members will get back to you as soon as they can.

What if I no longer want to participate in the program or receive emails from IAMS™?

Simply click the unsubscribe button in any email we sent you to opt out of future communication.

QUESTIONS ABOUT MY VET VISIT RECEIPT

What are valid dates for my vet visit receipt?

Your vet visit receipt must be dated between **6/1/22** and **8/5/22** to qualify.

What information should be included on my vet visit receipt?

Your vet visit receipt must include the name, address and phone number of the vet office you visited, and a detailed list of services performed along with their prices.

What if my vet visit receipt doesn't include the address and phone number of the vet's office?

That information is required for you to qualify for the vet visit rebate, so please clearly write the organization's address and phone number on the receipt before you send it to us.

What if I visit the vet more than once between 6/1/22 and 8/5/22?

The IAMS™ Checkup Challenge only covers one vet visit per dog or cat, up to \$150.

QUESTIONS ABOUT MY IAMS™ PURCHASES

What do I have to buy?

It's simple! All you have to do is purchase \$40 worth of IAMS™ pet food from any retailer between **6/1/22** and **8/5/22** in a single transaction. Keep your original receipt; you'll need to submit them as proof of purchase.

What are valid dates for my pet food receipts?

Your IAMS™ pet food receipt(s) must be dated between **6/1/22** and **8/5/22** to qualify.

What information should be included on my pet food receipts?

Your receipt or receipts need to include the retailer's name, date of purchase, how many IAMS™ pet food products you bought, and how much they cost. We need a clear picture of your entire receipt. Be sure it's in focus, well-lit and that we can see the whole thing. If your receipt is long, you will be able to upload multiple photos later.

Can I submit more than one pet food receipt?

No. Your \$40 purchase of IAMS™ pet food must be completed in one transaction. You will be able to complete your simple rebate claim process by uploading your IAMS™ pet food receipt on <https://www.iams.ca/en/checkupchallenge>. So, if you already have your IAMS™ pet food receipt along with your vet visit receipt handy — now's the perfect time to get [started](#)

Can I submit receipts from online purchases?

Yes, you can submit your receipt for qualifying purchases made through online retailers or online delivery services.

QUESTIONS ABOUT MY REBATE

What are my rebate options?

We have two easy options: 1) You can choose to receive your rebate as a check in the mail, or 2) You can choose to receive your rebate via PayPal.

How much will my rebate be?

If your dog's or cat's vet visit total was less than \$150, we'll pay whatever you spent. If your dog's or cat's vet visit fee was more than that, your rebate will be \$150. It's just that simple!

How quickly will I get my rebate?

It depends on the method you choose. After you receive an email confirming your qualification, it'll take about three weeks to receive your check in the mail. If you select PayPal, you'll get your rebate within 48 hours after you authorize the PayPal transaction.

What if I don't get a rebate-confirmation email?

If you completed the entire application process but didn't get a confirmation email from us, please check your spam, junk or clutter folders.