



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 easier 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™ dog 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.com.

What if I make a mistake while uploading a receipt?

No problem! Just email us at help@CheckupChallenge-IAMS.com 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.com. 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've sent you to opt out of future communication from us.

QUESTIONS ABOUT MY VET VISIT RECEIPT



What are valid dates for my vet visit receipt?

Your vet visit receipt must be dated between **4/25/21** and **7/31/21** 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 4/25/21 and 7/31/21?

The IAMS™ Checkup Challenge *only covers one vet visit per dog*, up to \$200.

QUESTIONS ABOUT MY IAMS™ PURCHASES



What do I have to buy?

It's simple! All you have to do is purchase two (2) 11-lb. or larger bags of IAMS™ dry dog food from any retailer between 4/25/21 and 7/31/21. Keep your original receipts; you'll need to submit them as proof of purchase. If you haven't bought dog food yet, [here's one of our more popular products that qualifies](#).

What are valid dates for my dog food receipts?

Your IAMS™ dog food receipt(s) must be dated between **4/25/21** and **7/31/21** to qualify.

What information should be included on my dog food receipts?

Your receipt or receipts need to include the retailer's name, date of purchase, how many 11-lb. or larger bags of IAMS™ dog food 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 it's too long to fit in one picture, you can fold it, but we have to be able to see all the information we mentioned above.

Can I submit more than one dog food receipt?

Absolutely! Once you start the simple rebate application process on IAMS.com/CheckupChallenge, you'll be able to upload your IAMS™ dog food receipts one at a time. So, if you already have both of your receipts handy — along with your vet visit receipt — now's the perfect time to [get started](#).

Can I submit receipts from online purchases?

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

QUESTIONS ABOUT MY REBATE



What are my rebate options?

We have three easy options:

- 1) You can choose to receive your rebate **as a check in the mail**.
- 2) You can choose to receive your rebate **via PayPal**.
- or 3) You can choose to receive your rebate **via Venmo**.

How much will my rebate be?

If your dog's vet visit total was less than \$200, we'll pay whatever you spent. If your dog's vet visit fee was more than that, your rebate will be \$200. 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 or Venmo, you'll get your rebate within 48 hours after you authorize the PayPal or Venmo 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 and clutter folders.