

50% OFF* Campaign

FAQs

NEWFRIEND50:

Coupon Code for First-Time Orders



Q: Does the coupon code have an expiration date?

A: Yes, the coupon code will expire at 11:59 p.m. CT, March 31, 2024.

Q: Can the coupon code be used more than once?

A: No, the coupon code may only be used once per new customer.

Q: Can the coupon code be used on an EZ Ship Order?

A: Yes, only if it is a first-time order for a new customer. Note: the discount will only be applied to the first order and not future auto-ship orders.

Q: Can coupon codes be given to existing customers or petPros?

A: No, this coupon code is designed to help all petPros gather new customers and may only be used by customers with no previous pawTree orders.

Q: Can a new petPro who enrolls with the \$1 Enrollment Offer also use the 50% OFF order coupon?

A: No, new petPros can not enroll and then use the coupon. This is for new customers, so they would need to use their coupon on their order first. It cannot be used on \$1 enrollment or any enrollment offer.

Q: Is there a limit on how much the order can be to receive the 50% OFF?

A: No, there is no limit on the retail value of the new customer's first order to be eligible for the coupon code. It would be the perfect time to order ALL of the pawTree products they would like to try!

Q: The coupon code says "while supplies last." What does this mean?

A: In the unlikely event that new product orders with the coupon exceed anticipated levels, the offer may be discontinued. petPros will be notified in advance if this occurs.

Q: Is there a coupon code required for this discount?

A: Yes. You must enter the coupon code NEWFRIEND50 at checkout to receive the discount.

Q: What if I use the wrong coupon code when placing my order?

A: You can contact the pawTree support team within 7 days of your order date, and they can apply the correct coupon retroactively, as long as the order was placed during the designated promotional time frame.

*New customers only. Offer valid February 1, 2024, 08:00 AM CT through March 31, 2024, 11:59 PM CT. While supplies last. No rainchecks. Not valid in conjunction with other offers. Standard shipping rules apply. Coupon must be added at checkout. Not valid toward previous purchases. One coupon use per household. Other restrictions may apply.