

FREQUENTLY ASKED QUESTIONS (1 of 2)

Please see below for answers to questions you may have. If you have any additional questions or need further clarification, please do not hesitate to reach out to us at support@beforthright.com.



How do I know which product to serve when?

The alerts you receive (via email and text) will tell you which product to feed (by a ULP code on the package label), how much to weigh out, and how long to leave it out. **Please follow the information that we give you.** *This information can also be found on your homepage.*

How many Pet Food Poll (PFP) products should I serve in one day?

One – please do not feed more than one test product per day.

What if I miss a feeding or make a mistake?

If you miss a feeding or make a mistake, please just let us know so we can update our records.

What time should I serve the PFP food?

Please feed the PFP food around the same time of day for each feeding. This should be one of the main meals you feed your pet in the day.

When should I “start the clock” for the feeding?

Please mark the time that you place the bowl down for your pet whether or not he/she starts eating right away.

When should I “stop the clock” for the feeding?

Please follow the instructions you are provided (20 minutes for wet food, 20 minutes for dog dry food, 24 hours for cat dry food). Once the time is up, please remove the bowl and weigh it before allowing your pet to continue eating.

- **If your pet did not like the product**, that’s ok! Please do not extend the mealtime to see if they will eat more. You can always provide your own additional food to supplement their diet if you think they did not eat enough.
- **If your pet is still actively eating and you don’t feel safe** removing the bowl, please wait until it is safe to do so and tell us how long it was out for

Where should I serve the PFP food?

Please feed your pet inside. It should be in his/her normal eating location, free from disturbances.

FREQUENTLY ASKED QUESTIONS (2 of 2)

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What bowl should I use for these feedings?

Please use the same, clean bowl for each feeding. It should be the same bowl you usually use to feed your pet. **You will be using this one bowl for all steps** – weighing the empty bowl, serving the food, and weighing the bowl + remaining food at the end of the feeding.

You should set aside the bowl that came with your scale if one did, it is not needed for this project.

Can I mix the PFP food with my regular food?

No. Please **do not mix** any other food or treats into these feedings.

What if I have more than one pet in the house?

Please feed the PFP food somewhere that you can keep other pets away. It is important that your assigned pet is the only one eating the food during these tests.

This looks like a lot of food! What if I'm not sure I should be giving my pet this much at once?

You're right! It IS a lot of food. We don't expect that your pet will consume everything by the end of the meal. Some pets may eat everything within the meal, and that is okay too.

We are looking for pets that stop eating when they're full, so if your pet is overconsuming to the point of being sick, if your pet is currently overweight, or if you don't think you'll be able to offer the amount we are asking, then this study may not be a good fit for you or your pet.

Please let us know if that is the case.

What should I do with leftover food?

Once you have recorded the amount of food remaining (bowl + food), you are welcome to let your pet continue eating or save leftover food for a later meal.

What if my scale stops working?

Please check if a battery needs to be replaced. If that does not fix it, please reach out to us and we will send you a replacement.