

# 100 % PALATABILITY GUARANTEE:

## HOW DOES IT WORK

**healthymouth™** comes with a 100% palatability guarantee. What this means is, if the pet cannot be induced to drink **healthymouth™**, the client can return the product to you for a complete refund of the purchase price. As with all guarantees, there are some guidelines and here they are.

Money in the client's pocket does not help the pet's oral health, so while we offer the guarantee we hope that it is used very rarely. We all (me, you, the clients) want the pets to get the benefit of **healthymouth™**, so before accepting the product back for a refund, spend some time with the clients to try to identify the problem and see if there is a way of getting around it.

**healthymouth™** does have some odour and flavour and so some pets might be put off if it is introduced too rapidly. Therefore, as with any dietary change, it should be done gradually as follows:

Mix the concentrate (5ml/1 litre of water), then add a bit of treated water to a bowl full of plain water (25% treated plus 75% plain) for a few days. Then go 50:50 for a few days, 75% treated with 25% plain for a few days and then just treated water. The transition from plain water to treated water may take a week or two. It is not a race and there is no benefit in going too fast.

My two cats had strange drinking habits and so I had to innovate as follows:

I have two Siamese cats, Daisy and Dill. They had never taken water from their bowl. Rather, they had trained us that when we are brushing our teeth, we were to pour a puddle of water on the bathroom counter and they would lap it up from there. Or we would have to leave a tap running for them to drink from while we brushed. Or they would lick the bathtub when we were done there. Or they would drink out of any vase that might be around the house. But they would not drink out of the water bowl we had beside their food bowl. So I figured getting them on **healthymouth™** was going to be tricky, but I out foxed the pair of them.

Step one was to place a small white Corelle™ dish on the white bathroom counter right over the place where we would usually poured their puddle of water. Then I poured their puddle of water, not on the counter, but in the bowl - and they drank from it without hesitation. I did this for a few days to make sure that they had accepted the bowl. Then I started adding just a touch of **healthymouth™** water to plain water (gradual transition) and over a week or so increased the amount of treated water in the bowl. Now, we just keep a jug of

**healthymouth™** in the bathroom and replenish their small white bowl as needed. I often observe both cats drinking happily from the bowl. The process took about 10 days.



Dill drinking **healthymouth™** on the bathroom counter with the replenishing jug in the rear right corner.

Another strategy to introduce the product is to mix it with the food for a few days.

There are two 'flavours' of **healthymouth™**. The cat version is very similar to the dog version but also contains some taurine and some salmon oil. Some dogs like salmon oil and some cats do not. If your client finds that their pet is reluctant to drink the product you sent home, send a sample of the other 'flavour' and have them try to incorporate that one, using the same gradual process. There is nothing wrong with cats drinking the dog product or dogs drinking the cat product. Before giving up on the product, make sure your client has tried both options.

No matter what we do, some pets will not accept **healthymouth™**. Believe it or not, some people do not like maple syrup! If your client really has given it a good try or they are just not at all interested in using the product, then:

- accept the return and give your client their money back,
- if the safety seal has not been broken, you can resell the product, otherwise...
- send me an email ([toothvet@toothvet.ca](mailto:toothvet@toothvet.ca)) or a fax (519-763-6210) telling me exactly what was returned (which product, which size) and why, **and include your VPCL Clinic Code number!**
- I will contact VPCL and authorize them to send you a replacement with the next shipment VPCL sends you,
- do NOT send the product back to us as it makes no sense for anyone to pay shipping on that. Instead, take it home for your own pets if you like or give it to a staff member.