



Common Reasons for Returns & How to Prevent Them

The meat is sticking to the casing.

Take the chub and peel the casing off. To do this, simply score the chub with a knife and then easily peel off the casing. At this point, you can score the meat chub itself and hit it against the counter to break it in half OR you can allow it to thaw for 15-20 minutes, and then you can place it in your container of choice.

I have used only patties in the past, how do I use chubs?

A one-pound chub cut in half is equal to two, 8-ounce patties. If you then cut those two pieces in half again, each of those pieces would be equal to ½ of an 8-ounce patty.

If using a two-pound chub, cutting it directly in half would give you two, one-pound chubs. If you continue to cut those in half again, you have four, 8-ounce patties.

Your food is too rich and gave my dog diarrhea.

It is very easy to overfeed Solutions. The average raw food is 40 calories per ounce. Solutions diets are 88 calories an ounce. If you are feeding the same amount of Solutions that you did of your previous brand, then your dog is likely attempting to purge the excess calories in the form of diarrhea. Use our [feeding calculator](#) to determine the correct amount to feed.

*Especially in spring and summer, Giardia is common. Your pet could have contracted Giardia and that could be a cause of diarrhea.

Solutions made my pet constipated.

Stool volume on Solutions should be significantly smaller than other brands. This is not constipation. It is evidence that your pet is absorbing the nutrients from the food at a high level.

This batch of food smells/looks different than the last batch. What happened?

There will be variances in the color and texture of our foods because:

We are using rotating cuts of muscle meat, organs, and fatty tissue. Unlike other pet food companies, our commitment to sourcing the best possible meat is greater than our commitment to a homogenous product. This built-in rotation not only allows us to maintain our sourcing standards but also provides your pet with nutritional diversity that a uniform product would not.

We don't use plastic. We are committed to sustainability and use paper packaging. Paper is permeable and allows oxygen to pass through it to some degree. Increased or decreased airflow can slightly alter the color of the product, while not damaging its integrity.

Why is the food slimy?

Our food contains gelatin, okra, and chia seeds. All of which are slimy, but have health benefits. Gelatin is healing to the digestive tract, gut, and joints. The slime on okra binds to allergens and helps process them out of the system. Chia seeds improve nutrient absorption. Together, they prevent the drying of the food in its sustainable paper casing.

My pet was eating it and does not like it now.

Assess other factors of your pet's health, such as a potential dental abscess or foreign body in the mouth. If your pet is acting differently, lethargic, bloated, or coughing, they may have an underlying health problem causing their lack of appetite.

I tried Solutions with my pet and they won't eat it.

Try placing a small amount of solutions under their current food. While they are eating, they will "accidentally" taste it and will continue to eat it.

