



## Frequently Asked Questions

### Ingredients:

**Why are Essential Oils important?** Artificial fragrances (fruit or perfume scents) dissipate quickly and can cause skin allergies in dogs. Essential Oils, made by distilling plants and herbs, are rich in therapeutic benefits - soothing your dog's skin and coat and calming the senses.

**Why are Organic ingredients important for my pet?** Organic ingredients are those that are grown and derived from nature without the use of pesticides and chemicals. Since our products are used on the skin and can be absorbed and licked off, we feel that organic ingredients are healthier for our pets, our environment and ourselves.

**Why don't your products contain soap?** Commercially produced soaps are made with harsh chemical detergents that "strip" the coat of its natural oils and moisture. While hand-made soaps are usually made with better ingredients, they still don't replenish the oils they take away.

**What are are DEA and SLS** – DEA is a commonly used foaming agent that gives a product big suds. It can be extremely drying to the skin (ever felt dried out after a bubble bath?) and we don't think pet product benefit from high suds agents. SLS or Sodium Lauryl Sulfate, is a common natural detergent that can be on the drying side and harsh for pet shampoos.

**What are Parabens?** These ingredients are food-based preservatives used to make a product shelf stable. They are used commonly in cosmetics and recently, Parabens been observed in tissue studies of lab animals, spurring a concern about their safety. We other natural preservatives in our products, so that Parabens are not necessary.

**Are your products safe for Puppies?** We recommend using our products starting at 8 weeks. Most puppies smell too good before that time to need a bath! Our Calming Lavender Shampoo is perfect, as well as the Conditioner. All our products are gently, but the Rosemary & Mint might be a little too "stimulating for a busy puppy!

**What causes dry, itchy skin and Hot Spots in dogs?** Most skin problems in dogs are associated with food or environmental allergies. The most common culprits are grains or redundant proteins in pet food (common ones are corn, wheat, chicken), flea dermatitis or grass, tree or mold allergies.

- Our **Soothing Spot Spray** is designed to combat the effects of Hot Spots, but ultimately an owner should try and pin down the actual cause of the allergy and eliminate it. Use of a hypoallergenic food for instance, might help eliminate possible food problems. For environmental allergies, our
- **Daily Formula Freshen-Up Spray** will help keep the coat clean and free of pollen and grasses picked up in the environment. Our **Outdoor Formula Freshen-Up Spray** will help control flea problems, another common cause of Hot Spots.

## Shampoos & Conditioner:

**Why use a Dog Shampoo instead of my own shampoo?** Human shampoos use harsh detergents, artificial fragrance and color, and don't replenish the oils they strip away. Pal Dog Shampoo is ph-balanced for dogs, and contains no Soap, SLS or DEA (a lathering agent that is highly drying).

**Do I need to use a conditioner with this shampoo?** Conditioners are designed for extra moisturizing and detangling. If your dog has long hair, a thick undercoat or dry skin, using a conditioner after bathing your dog will give the coat a healthy shine and feel.

**How do I use a Conditioner?** Our product is also a cream rinse, which makes it easy and fast to use. Simply apply the conditioner throughout the coat and undercarriage, massage for 1-2 minutes and rinse. Conditioners also work well in between baths to add shine and manageability. Simply put a little in your palm and mix in a little water until thin. Massage this through the tangled coat and brush no rinsing needed.

**Why should I massage my dog?** Daily massage is a great way to relax with your dog and build the bond of trust. Slow gentle movements while shampooing, aid your dog's circulation and relieve muscle tension and stress sometimes associated with baths.

**Can I use dog shampoos on my cat?** We do not recommend using any products with essential oils on cats. Cats don't metabolize substances the same way dogs do and can have negative reactions to chemicals and even essential oils. Choose a shampoo that is specially formulated for cats.

## Bath Sprays:

**Why use a bath spray on my dog?** Bath sprays offer an easy way of preserving natural oils while deodorizing and conditioning your dog's coat and skin. Used daily, this product cleanses without over-washing, which can lead to dry skin and itching.

**Is this product a "dog perfume"?** No - perfumes are made with artificial fragrances that can cause allergies and dry skin. We use Lavender and Rosemary essential oils to naturally deodorize your dog's coat and skin and leave your dog smelling "garden-fresh".

**How do I use Freshen-Up Spray?** Our Daily Formula spray can be used everyday and as often as needed. Spray liberally from collar to base of tail and massage gently into skin and coat. You can also apply the spray to a comb or brush and gently brush through the coat. Don't forget those dirty doggie paws too!

- Strong "doggie smell" may be an indication of health issues, such as diet intolerances, allergies or even infections. Check with your vet if the problem is persistent.

**Will a natural product like Outdoor Spray really repels fleas?** Natural products offer a non-chemical approach to flea control and prevent bugs from jumping on the dog. Lavender, Cedarwood, Eucalyptus and Citronella oils have been used for centuries and are safe for use on dogs and even people, but are not recommended for cats.

**How do I use Outdoor Formula Spray?** Spray liberally before exposure to the outdoors. Starting at the collar, spray down to the base of the tail, belly and legs. Avoid nose, eyes and any inflamed areas. Massage gently into coat for skin soothing and conditioning. Reapply spray every 3 hours for continuous protection.

**Can I use these sprays along with Frontline and Advantage?** Our spray will not affect the performance of these treatments. In areas where fleas are particularly heavy, continue the use of these products in addition to our spray. Be sure to contact a veterinarian if problem is acute.

## Balm and Spot Spray:

**Why is "paw care" important for my dog?** Our dog's paws work hard. Extreme weather, running, rough terrain all can dry out pads and cause cracking. Soothing Balm moisturizes pads and soothes dry patches and cuts. Also, gently massaging the balm into your dog's paws gets them used to have their feet handled.

**What if my dog licks it off?** It's OK! Healing Balm is made with all natural ingredients and botanicals that are safe to ingest. It's also formulated to penetrate quickly so your dog won't lick off all the benefits.

**Can I use Soothing Balm on myself?** Absolutely! This blend contains some of the same high quality natural ingredients used in human salves and creams. It works great on dry elbows, rough tired feet or cracks in dry hands. Dog owners will enjoy its healing benefits as well!

**How does Soothing Spot Spray work?** Our product is a unique formulation of herbals that reduce redness, itching and irritation. Herbal solutions are a wonderful alternative to steroid creams or pills. Sprays should be applied often to keep their effectiveness.

**Will Soothing Spot Spray “cure” skin problems?** The spray will help control the effects of skin allergies, but ultimately the cause of the ailment must be addressed with your veterinarian. A diet adjustment or flea prevention plan may be needed.

### **Pal Kitty Products:**

**Why would I use Freshen-Up Foam?** One of the main health problems for cats is hairballs, caused by excessive hair and dander. Daily use of Freshen-Up Foam, while combing or petting your cat, will reduce these problems and build your cat’s trust and confidence.

**Is this product considered a Shampoo?** Yes, our Freshen-Up Foam is a perfect way to keep your cat clean and comfortable without the mess of a traditional bath. Older cats and those who spend a lot of time outside are usually in need of routine bathing.

**Why don’t you use essential oils in Pal Kitty products?** Certain essential oils contain ketone and phenol molecules, which can cause adverse effects in cats. Cats are also sensitive to synthetic fragrances and strong aromas. We use Catnip oil, which is safe and enjoyable for cats!