

FAQs



**Have questions?
We have answers!**

Q: Why did Hollywood Feed acquire PetPeople?

A: Since 2006, Hollywood Feed has grown from 3 stores to 100+ stores offering holistic products and delivering outstanding customer service from knowledgeable employees. Hollywood Feed considered PetPeople a competitor with a very similar focus. Continuing Hollywood Feed's growth via the acquisition of PetPeople was a natural step, and we are better together.

Q: Will the prices at PetPeople change?

A: All prices will be adjusted to align with Hollywood Feed's pricing. In almost all cases, current PetPeople retail prices will be lowered.

Q: I have a PetPeople gift card. Can I still use it at Hollywood Feed?

A: All PetPeople gift cards will be converted to the Hollywood Feed system. Your in-store gift cards will still be redeemable in store, and your online gift cards will be redeemable online and in-store. All future Hollywood Feed gift cards can either be purchased online at hollywoodfeed.com or in-store and can be redeemed online or in-person, as well."

Q: How can I check the balance of my PetPeople gift card?

A: You can check your balance at <https://www.petpeople.com/gift-cards>.

Q: Can I return my PetPeople order at Hollywood Feed?

A: Yes! If you or your pet doesn't love an item you purchased at PetPeople, you can return it at any PetPeople or Hollywood Feed location. That's part of our Hollywood Feed Promise!

Q: I have an online order from PetPeople that is still in process. What will happen to it?

A: Don't worry, we'll still retrieve it! Your order won't be interrupted. We are maintaining all existing systems long enough for a smooth transition that won't impact your online order.

Q: How do I check the status of an order I placed on PetPeople.com?

A: Simply login to your account at PetPeople.com for order updates and status. There are no changes at this time.

Q: Will tracking and shipping information still be available for my online order?

A: Yes, all tracking and shipping information will still be available for your existing orders.

Q: Who can I reach out to with questions about my PetPeople online order?

A: Please fill out a form at <https://www.petpeople.com/contact/>

You may also call 888-816-8691 or email bark@hollywoodfeed.com at any time to talk to one of our Pet Experts.

Agents are also available for Live Chat from:

Mon - Sat 7:30am - 7:30pm CT

Sun - 10am - 6:30pm CT

Q: Will I be able to see my purchase history on the Hollywood Feed website?

A: Over the next several months, we will work to integrate the systems and consolidate all purchase information into new Hollywood Feed accounts, where you will be able to see your purchase history from PetPeople.

Q: What will happen to my PetPeeps rewards?

A: We are continuing support of this program during the transition. You will not lose any points accumulated when your PetPeople location transitions into a Hollywood Feed. If the program changes in any way, we will be sure to share those details!

Q: What will happen to my Frequent Feeder program?

A: We are continuing support of this program during the transition, as well. You will not lose any credits accumulated when your PetPeople location transitions into a Hollywood Feed. If the program changes in any way, we will be sure to share those details! You can view Hollywood Feed's participating brands here.

Q: Does Hollywood Feed have a Frequent Buyer program for Self-Service Dog Washes?

A: Just like the PetPeeps Rewards Frequent Buyer Savings, Hollywood Feed offers a Buy 12, Get 1 FREE program on self-service dog washes!

Q: Does Hollywood Feed have a Frequent Buyer program for Litter?

A: Hollywood Feed offers a Frequent Buyer program on select brands, such as Ecoshell and World's Best Cat Litter. With our 100% Price Match Guarantee, you can feel confident that you are always getting the best quality at the best price.

Q: I have a PetPeople coupon. Will Hollywood Feed honor it?

A: Of course! We will gladly accept any PetPeople coupons until they reach their expiration date.

Q: Will I still get my AutoShip discount?

A: We are continuing support of this program during the transition. If the program changes in any way, we will be sure to share those details!

Q: Will PetPeople still be carrying my pet's brand of food, if Hollywood Feed doesn't currently carry it?

A: Yes, we are not making any immediate discontinuations to the assortment of product. We are excited to expand our Hollywood Feed private label lines into these locations over the coming months!

Q: Who should I reach out to if I have questions?

A: Feel free to call 888-816-8691 or email bark@hollywoodfeed.com at any time to talk to one of our Pet Experts.

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