

Tips for PetHub Tags

In other words, why PetHub is the Cat's Pajamas.



Common Customer Questions

Answers

Do I have to activate the tag for the lost pet recovery system to work?

Yes, it has to be activated to work. The tag links directly to the pet profile that has multiple emergency contacts, medical information & more to help your pet get home.

Do I have to pay to get the lost pet recovery services to work?

The Basic Service is 100% free and comes with every tag. It includes your pet's profile and PetHub's 24/7 Found Pet Hotline call center. However, there are additional, *optional* lost pet recovery tools called "Premium Services" that you can upgrade to at any time.

How much is the Premium Service?

\$5 monthly, \$39 per year or \$179 for the lifetime of your pet. PetHub also has a Family Plan for 3 or more pets that only costs \$99 annually.

What comes with the Premium Service?

All of the benefits that come with PetHub Basic Service, plus:
 ~ Instant Found Pet Alerts & Scanned Location Information
 ~ Shelter & Community Alerts (think "Amber Alert for Pets")
 ~ Lost Pet Poster Tools & Social Media Sharing
 ~ Tons of Partner Discounts called "Perks"

How does the Shelter Share program work?

When a locally licensed pet is upgraded to PetHub's Premium Service, PetHub donates a portion of that fee back to our local animal services!

Does my personal information show to the public?

No, you can decide what information shows, and change the privacy settings at any time.

How many contact numbers can I have?

As many as you like, though we recommend at least 3.

What if I need a replacement tag, do I have to redo my pet's profile?

No, you just need to add the new tag to your pet's profile.

Can I change my pet's and my info whenever I want free of charge?

Yes, you may change your pet's information as often as you like free of charge. Also, you can have as many tags or PetHub emergency contact cards linked to your pet's profile as you wish. And you can have multiple pets on one account.

Is there a smartphone app?

There is no specific app needed to use the PetHub IDs. Any QR Code reader can be used to scan the tag.

What if someone doesn't know what a QR code is?

That's OK! They can type the web address into any browser or call the 24/7 Call Center to speak to a live person who will link a phone call to you directly.

What if I don't have a smartphone?

You don't need a smart phone. Every tag shows PetHub's 24/7 Lost Pet Hotline number (or local animal control's number, if applicable), or the web address on the tag that can be entered manually and will link directly to the pet's profile.