

Frequently Asked Questions Regarding Martin *little friends*[™] Products

Q: What is Extrusion?

A: Martin *little friends*[™] products are cooked through a process called extrusion in much the same way that many of the foods that we eat are made. It is a process which cooks the food hotter by using steam and pressure.

Q: What are the benefits of extruded food?

A: Extrusion helps prevent digestion issues by making starches and carbohydrates more available and by improving protein digestibility. Extrusion controls the texture and density of the feed allowing a crunchy consistency that is beneficial for your pet's teeth. Extrusion also improves shelf life.

Q: What makes Martins *little friends*[™] product unique?

A: *Little friends*[™] products are extruded diets which improves digestibility and the texture of the food. The extrusion process improves nutrient availability therefore less food is required for your pet and they love the taste! *Little friends*[™] foods also contains a prebiotic which is added to the formula to help the beneficial bacteria in the digestive system. The crunchy texture acts as natural toothbrush. Yucca extract is added to help reduce waste odours.

Q: Do Martin *little friends*[™] diets contain peanuts or tree nuts?

A: Our products, warehouse and manufacturing facility do not use or store any tree nuts or peanuts. However, because we do not control all transportation, we cannot make a nut-free guarantee.

Q: Where are Martin *little friends*[™] products manufactured?

A: All our *little friends*[™] products are proudly made in Canada. All packaging is manufactured in Canada. Wherever possible, ingredients for our *little friends*[™] diets are sourced in Canada.

Q: What kind of quality control measures are taken to ensure my small pet's food is safe?

A: All of our facilities are H.A.C.C.P. certified and have strict quality control measures. The health of your pet and ingredient quality is our top priority.

Q: What is best before date and why is it important?

A: Best before date is found on all of our *little friends*[™] products and indicates shelf life. After the best before date, the quality of the vitamins and minerals will start to decline.

Q: Where are Martins *little friends*[™] products available?

A: *Little friends*[™] products are available across Canada in pet speciality retail stores. A 'where to buy' database is available on our website so you can find a store close to you!

Q: What if I buy a bag of food and my pet doesn't like it?

A: All **little friends™** products are 100% guaranteed. If your pet does not like the food please contact our customer service department or return to your retail store to receive a full money back refund or product replacement.

Q: Does Martin Mills use recyclable bags?

A: Most **little friends™** packaging is Recycle Grade #7. It can be recycled where facilities exist. The new hay bags are recyclable #4.

Q: Do I need to supplement my small pet with any vitamins or minerals when feeding your products?

A: All of our diets are nutritionally balanced. Most small pets require **little friends™** Timothy Hay in addition to their **little friends™** diet for eating or foraging plus unlimited clean, fresh water.

Q: What is the difference between Martins **little friends™** Original Rabbit and Timothy Rabbit?

A: Original rabbit is specially formulated for rabbits less than 1 year of age and more active rabbits. Timothy rabbit is designed for rabbits 1 yr of age and older and less active pets. Timothy rabbit food has lower calories, lower calcium levels and higher fibre content than Original rabbit.

Q: Do guinea pigs have any special dietary requirements?

A: Guinea Pigs, like people, require supplementation of Vitamin C in their diets. An inadequate intake of Vitamin C will lead to scurvy. Martins **little friends™** guinea pig diets contained stabilized vitamin C so your guinea pig will receive optimum levels.

Q: I have a rabbit and a guinea pig, but I only want to purchase 1 bag of food? Which diet should I feed both of my pets?

A: The Martin **little friends™** guinea pig food would be recommended as the extra vitamin C is essential for your guinea pig and will not adversely affect your rabbit.