

# Affiliate FAQ

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## Can I change my username?

- Unfortunately, the username is the only part of the account that cannot be changed.
- If you are concerned about it showing up in your affiliate URL, you can use websites like [bitly.com](https://bitly.com) to customize your URL.
- If you must change your username, please contact us and we will delete your account so that you may create a new one.

## Can I change my coupon code?

- Absolutely! Just email us at [affiliates@naturaldog.com](mailto:affiliates@naturaldog.com) with your change request.

## What is my Affiliate URL for?

- You may have seen the “Affiliate URL” and “Referral URL Generator” on your [dashboard](#) when you login – but perhaps you’re not sure how it works? *Great news*, your unique coupon code is not the only way for you to gain commissions! By utilizing the URL link, any person who follows the link and makes a purchase during that session (even if they don’t use your code), the sale will automatically be linked back to you! This is a great option if we happen to be offering a larger discount code than your own. You should definitely include this in your Instagram bio or share on facebook posts, your website, etc.
- The URL Generator makes it possible for you to link to a specific page or product. For example, when promoting our new Sensitive Skin Bar, you can create a URL link directly to it.

## My affiliate URL is too long / I don’t like the username it displays.

- No worries! You can use free websites like [Bitly.com](https://bitly.com) to shorten & customize your URL.

## When will my referrals be paid out?

- Referrals / commissions are paid out via PayPal at the beginning of every month!

We want to make sure that we are not signing up to be exclusive to NDC...that if we decide to also post photos, etc. of another product, we will not be violating any clause or agreement.

- Even though you would be receiving exclusive discounts on our products, you are absolutely not restricted from working with whomever company you choose.

We want to make sure that our photos are not used without our permission first.

- We often share photos that are taken with our product. We **always** give credit and tag, but we do not ask permission before hand because, as you can imagine, this would be a tedious process with over 300,000 fans. We will absolutely honor any requests for shared photos to be taken down. Please just contact us directly (no reporting necessary!) via DM, email [affiliates@naturaldog.com](mailto:affiliates@naturaldog.com) or [socialmedia@naturaldog.com](mailto:socialmedia@naturaldog.com).
- Posting photos to public forums, such as Instagram, makes your photos available for re-share. As stated, we will always credit the photos, but as an affiliate, you are giving Natural Dog Company permission to share your photos.

How many pictures a month would I be posting?

- The amount of posts you put up is entirely up to you! Essentially the more times you post = more people use your promo code = the more money you make! We request that you post at least once a month, but many accounts post once a week!