

Brittany W (2/19/2021, 12:44:03 PM): Hi Steve,
How may I help you?

Steve (2/19/2021, 12:46:12 PM): Hi, Brittany -- I have two diabetic dogs and consequently a question about your Glycobalance dog food. Where can I find the studies/research that Royal Canin conducted to demonstrate the efficacy of this food for diabetic dogs? Thanks, Steve

Brittany W (2/19/2021, 12:47:50 PM): I am happy to assist. While we don't publicly post our research and feeding trials you are welcome to view Waltham.com's website if desired. The science behind Royal Canin diets have shown great results ensuring the diets are formulated to suit the needs of the pets for which they are intended and some of our research is derived from Waltham as they are science based as well.

Steve (2/19/2021, 12:49:58 PM): But where would I see the "great results" you mentioned? That must come from a feeding trial. Is that on the Waltham website?

Brittany W (2/19/2021, 12:51:31 PM): The results are derived from our own feeding trials but this information is not made available to the public. I apologize for any inconvenience this may cause.

Steve (2/19/2021, 12:52:12 PM): So there's no actual proof that is publicly available? Why would the company not make that public?

Brittany W (2/19/2021, 12:53:02 PM): While I don't have this information to provide you with rest assured the product is guaranteed, thus may be returned to the original place of purchase if desired.

Steve (2/19/2021, 12:55:27 PM): Brittany, that's not the issue ... it's just that Royal Canin is making very specific clinical claims for a food but not providing any evidence to support those claims. It's really just "trust us." That's troubling.