

Products4Pets RAW FOOD Policy

This policy pertains to RAW FOOD orders only. Please see our Products4Pets Return/Exchange/Cancellation policy for products other than RAW FOOD.

ORDERING:

All orders must be completed via the shopping cart on our website. Phone orders will only be accepted from non-internet customers or when the website is not available.

Current Raw Food customers will receive an email each month to announce the ordering period. A second reminder email will be sent approximately midway through the ordering period. Customers who have placed an order for the month will then receive an email to remind them of the pick up date.

Orders will only be accepted during the time frame listed on our website. Any orders received outside the time frame will not be accepted and any payments received will be refunded according to the policy described in the DEADLINE section.

ACCOUNT PASSWORD:

An account password is required to view the prices of or to shop for Raw Food. We do not publish our Raw Food prices. In order to receive a password, new inquiries are required to complete the New Raw Food Customer Registration form to be considered eligible to receive a password.

Passwords issued to established customers will expire if an order is not placed within 3 consecutive months.

Passwords issued to new inquiries will only be issued during the order period. Inquiries outside the ordering period will receive ordering information but will not receive a shopping cart password until the next ordering period has started. Passwords will expire at the end of the ordering period unless an order is placed.

Passwords may be denied or revoked, as Products4Pets deems necessary.

DEADLINE:

There are three order dates posted on our website. The *Order Due By* date is when we must receive your order by. The *Payment Due By* date is when we must receive your payment by. The *Order Pickup* date is when you must be available to receive your order. Although the shopping cart will process your order, any order placed after the *Order Due By* deadline date or any payment received after the *Payment Due By* deadline date will NOT be accepted and will NOT be included in that month. Late orders will be cancelled and late payments will be returned. A refund will occur within 7 business days in accordance with the policy described in the REFUNDS section. There will be a charge of \$2.00 for returned PayPal and credit card payments.

PAYMENT:

We accept cash, money orders, personal, bank or certified checks, PayPal payment and Visa and Master Card. Money orders and all checks are to be made out to Products4Pets.

All personal checks must clear before your order is processed.

Shopping cart orders being paid using either PayPal or a credit card will be charged to your account at the time you place your order. If you will be paying by cash, check or money order, you must expedite your payment so that it reaches Products4Pets by the deadline date.

HANDLING CHARGE:

All orders have a handling charge calculated on a “per pound” basis. This charge is based on current gasoline prices and will fluctuate accordingly. The current charge will be published in the reminder email sent each month.

The handling charge is applied to your order during the checkout process when you are required to select a shipping option in the shopping cart. You must select “Raw Food Order Pickup/Delivery” to be charged correctly. Any other selection will apply either UPS or USPS shipping charges to your order. There will be a charge of \$2.00 for any order we must refund an incorrect shipping charge.

PRICING:

Prices may change without notice for any reason.

Prices on the Manufacturer’s website may not reflect Products4Pets pricing.

COUPON DISCOUNT CODES:

We may provide coupon codes that can be used in the shopping cart for various discounts. The coupon code must be entered at the time of purchase. Discounts will not be given after an order has been placed. Discount codes for Raw Food apply only to frozen raw food products and do not include treats, supplements, freeze dried food, etc.

The shopping cart is only able to accept one coupon code per order. If you wish to take advantage of multiple coupon codes, you must place multiple orders.

SUBSTITUTIONS:

All products are subject to availability.

Products of smaller size will be substituted automatically without notice for unavailable larger sized products.

Example: If 5-pound chicken mix is unavailable, we will substitute equivalent weight using 1 or 2 pound chicken mix.

If a certain product or brand is unavailable, we will contact you as soon as possible so you will be able to adjust your order accordingly.

If you select a product or a substituted product costs less than what was originally ordered, we will refund any difference in price within 7 business days in accordance with the policy described in the REFUNDS section. The refund will be calculated based on the price of the item at the time of purchase and any discounts given at that time plus the handling fee and sales tax.

If you select a product that costs more than what was originally ordered, you are required to pay the difference including handling fee and sales tax to Products4Pets within 7 business days. Future orders will not be accepted until this balance has been settled.

PRODUCT:

We make every effort to deliver your order frozen. However, we do not have a refrigerated vehicle at this time. During warmer months, some thawing may occur. This does not mean your food is spoiled. It is safe to re-freeze your product.

We will no longer accept requests for food to be delivered un-frozen from the manufacturer.

PICK UP OR DELIVERY:

We do not ship Raw Food products.

You must be available to receive your order on the day we pick up the product from the manufacturer. If you have someone else meet us to receive your order, please give him or her detailed instructions on where and when to meet us and inform us that someone will be meeting us instead of you.

At this time, we have established several designated drop-off locations which are listed on our website. We intend to be at these locations at set times on the day we pick up the product from the manufacturer. We ask that you understand if any delays occur due to traffic or any other unforeseen circumstances.

Please wait at your designated drop off location until we arrive. If you leave without your order or fail to pick up your order, you will be subject to delivery and/or storage fees of which must be paid in CASH or with a credit card before the order is released. (See STORAGE section)

We no longer will make any home deliveries unless you are already a current home delivery customer. A current home delivery customer means that you consistently have us deliver your order each time you place an order. If you have only used our home delivery service once or twice, you are not considered a current home delivery customer. We understand that sometimes emergencies happen and will work with you under these circumstances. Please make every effort to have a family member, friend or neighbor pick up your order before asking for home delivery. Under emergency situations we will deliver to your home within 10 miles driving distance of Hampton, N.J. for \$25. We will deliver to your home within the State of New Jersey between 11 and 25 miles driving distance of Hampton, NJ for \$75.00. We will not deliver over the state line. Home deliveries will be arranged in accordance to our time schedule.

Any home delivered order that is requested to be left on the porch or other non-refrigerated location will require a signed waiver releasing us of any responsibility for spoiled or stolen food. Failure to provide a signed waiver will mandate that you or another party must be present to receive the order. If no one is present upon delivery, we will not leave the order. You will be subject to delivery and/or storage fees of which must be paid in CASH or with a credit card before the order is released. (See STORAGE section)

We will not enter a residence, garage, barn or other structure to deliver an order. Each delivered order will only be placed at the designated location indicated on the home delivery waiver.

STORAGE:

We do not have the means to store any orders at this time.

Any order that is not picked up or not delivered because there was no one home will require us to place it in a cooler with ice. **This is a serious situation.** Products4Pets takes no responsibility for thawed food. Any and all product that has been subjected to cooler storage is not refundable or replaceable. There will be an assessed fee of \$15 per day for storage service. Any storage charges incurred must be paid for in CASH or with a credit card before the order is released. You will be required to obtain your order from us yourself or we can deliver to your home within 10 miles driving distance of Hampton, N.J. for \$25. We will deliver to your home within the State of New Jersey between 11 and 25 miles driving distance of Hampton, NJ for \$75.00. We will not deliver over the state line. Deliveries will be arranged in accordance to our time schedule.

CREDIT and BALANCE DUE:

If you do not receive an item because of unexpected unavailability of product or error, a refund will occur within 7 business days in accordance with the policy described in the REFUNDS section. The refund will be calculated based on the price of the item at the time of purchase and any discounts given at that time plus the handling fee and sales tax.

Some products must be ordered based on approximate weights. If you receive less than what you ordered, we will refund the difference based on the price of the item at the time of purchase and any discounts given at that time plus the handling fee and sales tax within 7 business days in accordance with the policy described in the REFUNDS section. If you received more than what you ordered, you are required to pay the difference including handling fee and sales tax to Products4Pets within 7 business days. Future orders will not be accepted until this balance has been settled.

PRODUCT RETURNS:

All returns are at the discretion of Products4Pets.

Returns for unsatisfactory quality of product will be strictly scrutinized due to the nature of the product and may require consultation with the manufacturer prior to any decision. The un-used portion of product must be returned to Products4Pets.

Returns for product in saleable condition must be in un-opened packages and have been stored under proper conditions. We reserve the right to refuse any approved return if upon receipt the product is in unsatisfactory condition. A refund will occur within 7 business days in accordance with the policy described in the REFUNDS section. The refund will be calculated based on the price of the item at the time of purchase and any discounts given at that time less the handling fee plus sales tax.

REFUNDS:

Refunds for orders paid by cash, check or money order will be mailed in the form of a check. Refunds for orders paid by PayPal or credit card will be processed through PayPal or the credit card company.

CANCELLATIONS:

Orders may be cancelled up to 8 PM Wednesday evening before the Saturday the order is due to be picked up. A refund will occur within 7 business days in accordance with the policy described in the REFUNDS section. The refund will be calculated based on the price of the item at the time of purchase and any discounts given at that time plus the handling fee and sales tax less a \$10.00 cancellation fee.

Cancellations will only be taken via live phone conversation (no answering machine message will be accepted) and could consequently sever all future business ties.

WEATHER:

During inclement weather when we determine that it is not safe for us to drive to the manufacturer's location for the product, we will cancel. We will make every effort to get the order as soon as possible and try to accommodate everyone's schedule as best possible. We ask for your cooperation during this situation. You will be required to receive your order as usual on the alternate day. All delivery/pick-up/storage policies still apply!

There will be no accepted cancellations and all orders are non-refundable when the inclement weather policy is in effect.

DISCLAIMER:

Products4Pets does not assume responsibility for the health of your pet. Any use of information or product obtained from Products4Pets is strictly the responsibility of the pet owner.

We reserve the right to refuse service to anyone for any reason.

We reserve the right to make changes and/or exceptions to any part of this policy if warranted.