

PRODUCT SAFETY INFORMATION Raw Frozen & Freeze Dried Foods

Commercially made properly prepared raw meat based pet food diets have an excellent safety record.

At LizzysHealthyPetFood.com, we take pet food safety very seriously. Our top priority is ensuring the integrity of our products and the trust of our customers. We pride ourselves on the quality and safety of our products, and our suppliers meet or exceed all industry and government standards in the production of our products. Because of our constant commitment to safety, we make sure LizzysHealthyPetFood.com's suppliers have in place sophisticated food-handling systems that are among the best in the industry.

Proper procedures when handling pet food will ensure the enjoyment of your products from LizzysHealthyPetFood.com. Here are some things to keep in mind: Always thaw your products in the refrigerator (in a leak free container). Never thaw products at room temperature. Pet food products will not last indefinitely in the freezer or refrigerator. Always plan to use your pet foods from LizzysHealthyPetFood.com in a reasonable amount of time. Do not use the same cutting board or platter for raw meats and cooked meats. Always wash hands, utensils, cutting boards and counters that contact raw food with hot, soapy water. Always refrigerate leftovers immediately.

Freeze dried products

Simply remove from package, place in a dish whole or crumbled. Serve dry, or reconstitute by adding 1/4 cup to 2/3 cup of water to 1/2 lb. freeze dried food. Let soak for 10-25 minutes. For faster re-hydration, crumble first and/or use warm water (Note: Hot water will destroy the live enzymes we work so hard to protect). If meat mixture is to be added to dry food, use one cup of water for additional gravy. After re-hydrating, please refrigerate any uneaten portion; or discard if left sitting out for more than one hour.

Thawing Product

For best results, thaw all meat in the refrigerator. Remove meat from the box and place in a single layer on a tray. Always leave the wrapper on while thawing.

Storing product

First, keep your freezer as cold as possible. Even a small increase in temperature can shorten the storage life of all frozen pet foods. Second, it is best to leave your pet food in its box to protect quality and freshness. If you do not have room for this, it's OK to remove your pet food from the box and store it in its actual package.

Sign up for our FREE e-newsletters
at
www.LizzysHealthyPetFood.com



www.LizzysHealthyPetFood.com



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How to contact us:

e-mail:
cs@LizzysHealthyPetFood.com

LizzysHealthyPetFood.com
1200 Choctaw Street
Jupiter, FL 33458
Phone: (561)746-7382

Shipping Policy
Customer Satisfaction
Guarantee
Safe Handling Raw
Food Products



Shipping Policy

One of the advantages of our e-store is that our valued customers are able to place their orders 24/7. Orders, if received on business days Monday through Friday by 2 P.M. EST will ship within 72 business hours. Orders received after 2 P.M. EST or received on weekends or holidays will ship within 72 business hours starting at 12 A.M. EST of the next following business day. Shipment under this policy is guaranteed for all in-stock items. We strive to keep all products offered in stock, however due to numerous circumstances this is not always possible. Out-of-stock or backordered product will be shipped as soon as our inventory is replenished. We guarantee that we do everything possible to get backordered items to our customers as soon as possible. If items are backordered we may at our discretion opt to have our suppliers make drop shipments in order to speed up delivery.

All shipments are F.O.B. **LizzysHealthyPetFood.com**. Please note that we cannot ship to P.O. Boxes.

All shipments are carrier insured at package/product value. All shipments may require an adult signature to confirm receipt. .

Though it seems inconvenient, this is implemented in order to avoid that not just wrong recipients are receiving our customer's packages, but also to insure that packages upon receipt receive immediate responsible and proper attention and further storage handling. This is especially important for our frozen products.

We use packaging combinations that will insure your pet food products arrive in excellent condition. If required we use dry ice or similar or better quality and more economical coolants and insulated coolers. And we can get your package to you when you want it. As you finalize your order the appropriate shipping and handling charge will be applied. These charges include the carrier's actual charge for the service as well as a markup to cover shipping insurance and our high cost for proper packaging.

Currently we offer the following shipping options:

UPS

Next Day Air Early AM, Next Day Air, Next Day Air Saver, 2nd Day Air Early AM, 2nd Day Air AM, 2nd Day Air, 3 Day Select, Ground (Not available for frozen raw food products if shipping address is outside the State of Florida). Please note, expedited services (services other than Ground) are not available for shipments to the Virgin Islands, Guam and Canada.

Shipping Policy continued...

Fedex

Priority Overnight, Standard Overnight, Express Saver, 2 Day, Ground Home Delivery (Not available for frozen raw food products if shipping address is outside the State of Florida), Ground Service (Not available for frozen raw food products if shipping address is outside the State of Florida). Please note, expedited services (other than Ground Service) are not available for shipments to the Virgin Islands, Guam and Canada.

Damaged Items and Shortage Claims

Please inspect all merchandise immediately upon receipt. Do not under any circumstances accept delivery if the package shows obvious damage. Any damaged or missing items must be reported immediately upon receipt of delivery by e-mailing cs@LizzysHealthyPetFood.com or calling 1-561-746-7382. All packages are shipped insured for carrier caused damages.

Please note that refunds can only be issued to the original credit card used for purchase. If you request a refund your credit card will be credited within 48 hours (Business day hours) of processing your return. **Please note that Shipping & Handling charges are non-refundable. All returns must include the following:**

Customer Receipt, Original Packing Slip, Return Authorization Number issued by **LizzysHealthyPetFood.com** . Please ship your returns to:

LizzysHealthyPetFood.com

1200 Choctaw Street
Jupiter, FL 33458

For your protection we encourage you to send your return via UPS or Fedex. Return packages must be freight prepaid, we cannot accept COD.

Special Shipping Policy Frozen Food Shipments

Due to the sensitive nature of Frozen Food we diligently do everything to ensure your order arrives in good shape. This starts with heavy duty packaging utilizing 2" wall thickness card board insulated coolers with aluminum/plastic lining, outside card board wrapper and ends with an appropriate shipping method. FROZEN FOOD CANNOT BE IN TRANSIT MORE THAN MAX. 3 DAYS. This is why we implemented the following policy: All orders to be delivered within the State of Florida will be shipped Fedex or UPS Ground Services. All other orders going outside the State of Florida will be shipped using Fedex/UPS shipping options which will warrant max. 3 business day delivery. You must specify such services at checkout. If you select any other method exceeding the 3 business day rule we will contact you and additional shipping charges may apply. Since we are on-line with Fedex/UPS, at checkout, when selecting the shipping method you are offered all appropriate shipping methods available into your ZIP code. Please note that we only will ship on business days guaranteeing a transit time of no more than 3 days total, i.e. unless within the State of Florida (shipping Monday through Thursday), orders will only be shipped Mondays or Tuesdays.

Customer Satisfaction Guarantee

At **LizzysHealthyPetFood.com** we stand behind our products.

If you are not absolutely thrilled with your purchase from us for any reason at all - we'll replace your purchase with the same or a similar item of the same value, issue a coupon redeemable at LizzysHealthyPetFood.com or refund your money, whichever you prefer.

When you order from LizzysHealthyPetFood.com, your satisfaction is always unconditionally guaranteed... so you can order with complete confidence. If at any time you have problems with an order, simply contact our Customer Service Department

Please note that refunds can only be issued to the original credit card used for purchase.

All returns must include the following:
Customer Receipt, Original Packing Slip,
Return Authorization from
LizzysHealthyPetFood.com.