

TO OUR VALUED DELIVERY CUSTOMERS
WE ARE STILL HERE FOR YOU
IMPORTANT INFORMATION REGARDING
DELIVERIES AND THE COVID-19 VIRUS



In our efforts to make sure everyone receives their dog food orders while ensuring the safety, health, and well being of our staff, customers and their families; The Complete K9 will be implementing the following **MANDATORY ZERO TOLERANCE** measures effective immediately for delivery pick up customers. We apologize if this new temporary process seems impersonable, our main concern right now is making sure your pets have their food for the weeks ahead in the safest manner for everyone. We look forward to the day when we can once again chat with you, compliment you on the cute dog in vehicle, or just offer a friendly good morning, good afternoon, have an awesome day.

SCHEDULED DELIVERIES

- Deliveries will proceed as per our posted scheduled.
- If you are sick (even with a cold or flu), are in self-isolation or AHS mandated quarantine please make arrangement with a friend or relative to collect your order. Please ensure they have all the relative information necessary to collect your pre-paid order.
- When you drive up to collect your order all customers are required to follow enhanced safety precautions:
 - **DO NOT GET OUT OF YOUR VEHICLE when it is your turn to collect your order.**
 - **We cannot thank you enough for being prepared and organized ❤️**
 - **Before you get to the front of the line, have your truck, lift gate, or tailgate open – we will not be touching your vehicle or moving any contents in your vehicle to make room for your order.**
 - **Print off your email that shows your pick up number highlighted in yellow, bring it with you and hold that up to your closed vehicle window. Alternatively, open your confirmation email on your phone to where it shows your pick up number and hold it up to your closed vehicle window.**
 - **Our team will load your order.**
 - **Please pull forward (off to the side) and close your own liftgate, tailgate, truck.**
 - **Please be patient and understanding with us and your fellow raw feeding pick up customers – we understand the current situations is stressful for everyone and we are all trying our best.**
 - **Any delivery customers not adhering to these guidelines put in place for your safety and ours will be asked to leave.**

On behalf of everyone at The Complete K9 we wish you good health and safety during these uncertain times. We continue to follow updates from AHS, local-provincial-federal governing bodies and will update our customers if anything changes. Please ensure you check our FB page (The Complete K9) for any updates or communications.