



# SHIPPING PROCEDURES

# SHIPPING SOP'S

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## Shipping Methods & Time Frames

<u>Shipping Method</u>	<u>Time Frame</u>	<u>Rate</u>
Standard Shipping	5 to 10 Business Days	Free Shipping
Allivet Shipping	3 to 7 Business Days	\$6.95
Second Business Day	2 Business Days	\$13.95
Next Business Day	1 Business Day	\$22.00
Cold Shipping	Next Business Day	\$29.99
Saturday Delivery	SATURDAY DELIVERY MAY VARY BY LOCATION	\$42.00

# SHIPPING SOP'S

## Shipping Methods & Time Frames Cont.

- All orders over two pounds will automatically be shipped Federal Express Ground.
- FedEx does not deliver to PO Boxes. Ensure that an actual physical address is added to the account for delivery
- Even if the customer selects next day or second business day shipping, orders over two pounds being shipped to Florida addresses will also automatically go FedEx Ground.
  - Should a customer require a faster shipping method to Florida, reach out to supervisor to alert warehouse.



# SHIPPING SOP'S

## Cold Shipping

Cold shipping plays a large part of Allivet's shipping, as many of our liquid medications and vaccines need to stay refrigerated.

- Cold shipments are packed in Styrofoam coolers which creates a form of insulation.
- Each cold shipment is shipped with a minimum of two non-sweat cold packs.
- These orders are only shipped Monday-Thursdays to be sure there is no hold or delay of arrival.



# SHIPPING SOP'S

## International Shipping

Allivet offers international shipping for only Over the Counter Items. Absolutely no Rx items are shipped internationally.

- International shipping is not guaranteed.
- Once the package arrives at Customs Allivet is not liable or responsible for the package.
- International fees vary by area and weight of the package.
- Should the package not clear customs Allivet will issue a refund for the package once it has arrived back to us minus shipping costs.



# GENERAL SHIPPING

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Along with our shipping policies we have basic shipping rules that go hand and hand with our policies.

- Shipping Cut Off Times
- Exceptions
- Delays





# GENERAL SHIPPING

## Cut Off Times

All orders need to be received prior to 2pm EST in order to be shipped the same day.

- Exceptions:
  - RX Orders
  - Out of Stock Items
  - Expedited orders
- Any order placed after 2pm EST might not be shipped until the following business day.



# GENERAL SHIPPING

## Exceptions

There are exceptions to our shipping cut off time rule.

- Rx Orders
  - Any Rx order with a valid Rx prior to 2pm EST should be shipped same day
  - RX orders without a valid Rx have an additional 24-48 hour pharmacy processing time



# GENERAL SHIPPING

Exceptions Cont.

There are three exceptions to our shipping cut off time rule.

## Out of Stock Items

- Clients will be notified if an item is out of stock
- Order will be placed on “Ship on Hold” or “Fill on Hold” depending if it is an OTC item or an RX item
- ETA will be provided to client



# GENERAL SHIPPING

## Delays

Allivet will encounter order delays where we have no control over the situation. These cases do not happen often, but when they do, they can be caused by the following reasons:

- Holidays
- Inclement Weather
- Carrier Issues



# GENERAL SHIPPING

Delays Cont.

## Holidays

- Orders placed on Holidays will be shipped the following business day.
- Orders that have already been shipped from Allivet and encounter a holiday during transit are expected to have an additional business day in transit
- We as customer service MUST do all that we can to educate the clients and advise of possible holiday delays.



# GENERAL SHIPPING

Delays Cont.

## Inclement Weather

- Allivet can not be held responsible for weather delays, as this is beyond our control.
- We try to encourage our clients to please consider the weather conditions in their area when ordering medications.



PACKAGING

# PACKAGING

Allivet has many different forms of packaging. As we have both OTC items and RX items, packaging may not always arrive the same.

- External Packaging
- Internal Packaging
- Rx Packaging





# PACKAGING

## External

Allivet has two forms of external packaging:

- Boxes
  - Small boxes
    - All White
      - Have Allivet Logo
  - Large boxes
    - Standard brown box
  - Styrofoam Box
    - Cold shipped items only
- Padded Envelopes



# PACKAGING

## Internal

Internal packaging typically depends on the contents of the order.

- Paper to fill in empty space for added padding while in transit.
- Paper bags
  - All white
  - Allivet logo
- Bubble wrap for sensitive items.
- Non-sweat cold packs
  - Cold shipped items ONLY



# PACKAGING

RX

All prescription shipping depends on the product that is being shipped.

- Not all items come in the original manufacturer's packaging as shown on the website.
- Many tablets and capsules are shipped in standard orange prescription vials.
- Some prescriptions maybe shipped in a paper envelope.
- All RX items include a label indicating the name of the medication and the associated pet.



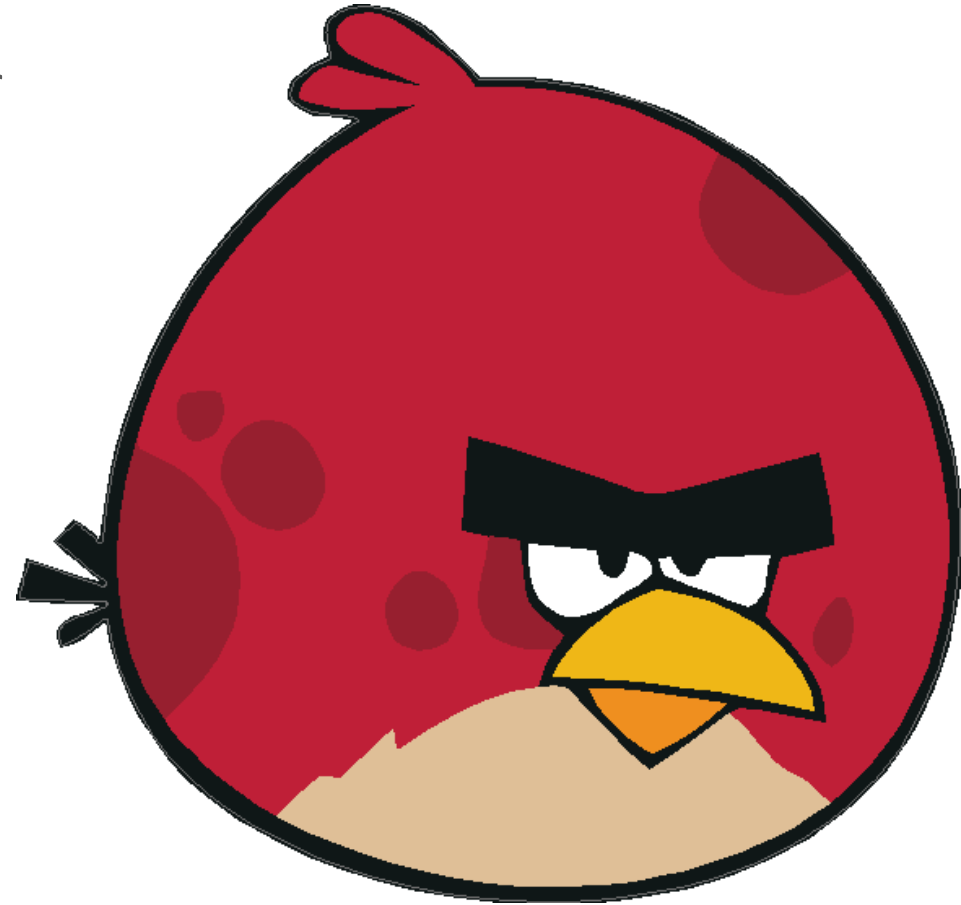
# ESCALATION PATH

# ESCALATIONS PATH

## Introduction

On occasion, packages can have issues upon arrival. Some of the issues you may encounter are:

- Damaged Items
- Cold Shipped Items Arriving Warm
- Missing Items
- Incorrectly Shipped Items



# ESCALATIONS PATH

## Damaged Items

Damaged goods can arrive to any client as a result of issues that occurred while in transit. When this issue does occur Allivet does all they can to reship the order to the client.

- These reshipments are to be expedited as the pets need their medications ASAP!
- You will need to notify the warehouse to add a little more packaging material as an extra precaution.

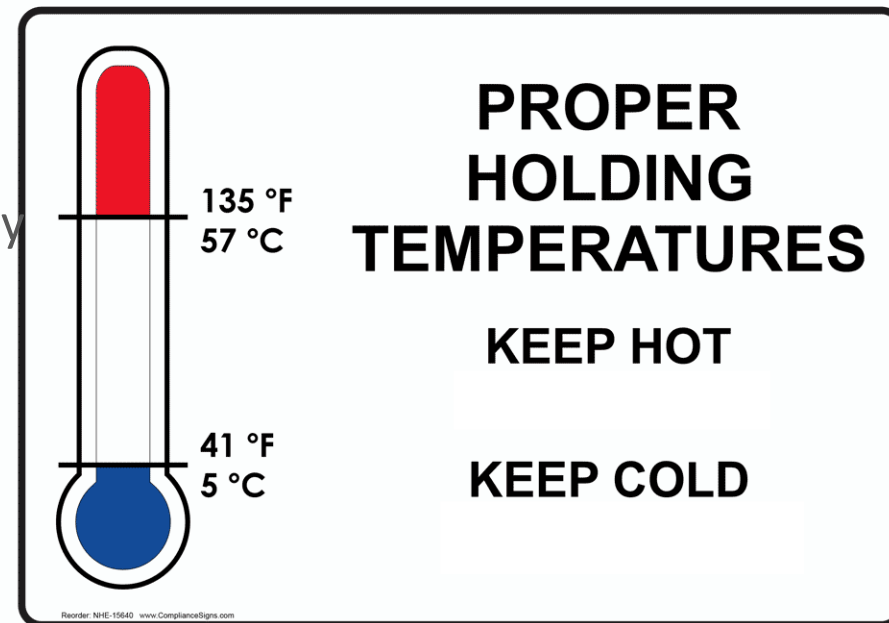


# ESCALATIONS PATH

## Cold Shipped Items Arriving Warm

Should a client advise their cold shipped items have arrived warm, depending on the item, they may need to speak with a pharmacist to determine the possible spoilage of the medication.

- Cold ship items, including re-ships, can only be shipped Monday through Thursday.
  - Customer's must be advised of this policy
- Warehouse should be notified and will be required to add two more cold packs as an extra precaution.



# ESCALATIONS PATH

## Missing Items

In the case a client calls advising they are missing a purchased item from their package, Allivet will issue an immediate reshipment.

- Only the exact item/quantity that was ordered will be reshipped. NOT THE ENTIRE ORDER.
- Notify the warehouse of the reshipment due to an item not being packaged.
- Reshipments should always be expedited.





# ESCALATIONS PATH

## Incorrectly Shipped Items

In the case that Allivet has shipped the incorrect item, a reshipment will need to be created with expedited shipping.

- All incorrectly shipped items will need to be issued a Return Shipping Label (RSL)
  - EXCEPTION: if the item has been opened or used we do not need to send a RSL
    - Opened or used incorrect item(s) may tossed or donated.
- We will need to notify the warehouse of what item was shipped vs what needed to have been shipped

