



**TO ORDER CALL: 504-739-4791**

---

**Hours:** We are open for business Monday through Thursday from 9:00 a.m. until 4:00 p.m. The fax line is available 24 hours a day. *Our fax line number is 504-739-4793.* There is also an answer machine on the order line and you may leave a message at any time.

**Business Policies:**

We are pleased to offer you a wide selection of quality pet food and supplies at competitive prices. Our policy is and will always be to offer our customers outstanding service. **We sincerely appreciate your business and we hope to make your experience with Southern Pet Supply a great one!**

**Products:**

Please call us if there is something that you would like to purchase that you can not find in our catalog. We will be happy to help you find special-order items if we can. Items in the catalog marked **SO** next to the item number are special order items.

**Shipping:**

For a small fee, we currently offer delivery to most cities in Louisiana, Mississippi, and the Gulf Coast area as far as Pensacola. For our customers outside of our delivery area, we offer U.P.S. shipping. U.P.S. orders may be placed on any major credit card, paid in advance or shipped c.o.d. We can not be responsible for items damaged during shipping. All freight damage claims must be reported to the carrier.

**Payment:**

Is **C.O.D.** We accept checks, all major credit cards, and cash. Any check not honored by the bank must be fully reimbursed with cash or by money order within five (5) working days. A twenty five dollar charge will be assessed on all NSF checks. All payments must be received within 10 days. After 10 days a \$5.00 late charge will be automatically added. Finance charges of 1 1/2% per month will be charged on accounts 30 days past due.

**Prices:**

Prices are subject to change without notice. We can not foresee manufacturer price changes and must adjust with the changes.

**Returns:**

Returns must be made within 15 days of purchase. A 25% restocking fee will be charged on all return items. This policy does not apply to returns due to product defect or shipping errors.

Visit our website at [www.southernpet.com](http://www.southernpet.com)