

## SHIPPING INFORMATION

Shipping and packaging are additional expenses, but we assure you those expenses are at our cost, to guarantee that our beef prices are kept reasonable for you.

All of our beef is individually vacuum-packaged and flash frozen at our U.S.D.A. inspected processing plant to lock in all the natural freshness and flavor. We use approximately 4 to 5 lbs. of dry ice and package your order in a reusable, insulated Styrofoam cooler with 1¾ inch wall thickness, and placed in a Thermolast insulated bag. Finally, the container is placed in a heavy-duty corrugated box for an additional layer of protection.

To offer the best of service, all of our orders will be processed within 72 hours from receipt. We strongly recommend that overnight or 2nd day delivery service be used within the United States' lower 48 states (this excludes Alaska and Hawaii) from Monday through Wednesday for delivery Tuesday through Friday. We simply don't want to risk an inadvertent delay with our courier service, which may cause a loss of the product quality for you while the packaging maintains the product frozen.

As shipping is an extra charge and economy is a concern to all, we have had great success with and recommend the 2<sup>nd</sup> day service due to the best of packaging material used.

Upon shipment you will receive an email confirmation the date your order is shipped letting you know the estimated date of delivery and tracking information.

To guarantee delivery, we must have proper and complete addresses noting when applicable whether the address is a residence or business. Sorry, we cannot deliver to P.O. Boxes or A.P.O. and F.P.O. addresses. We'll gladly deliver to rural routes with complete road addresses including house numbers and telephone numbers.

We strongly recommend that someone be available at the address to receive your shipment of beef, as we cannot be responsible for, theft, packages left outside in extreme weather conditions or packages left at FedEx after attempted delivery.

### **Shipping Cost**

When you place your order, we will call or email you with the available choices for shipping and you may make the decision as to shipping options and costs. Once we know the size and quantify of the beef product you are ordering, we will calculate the shipping costs and call or email you, at your choice. All shipping charges are determined by weight, package size and destination of the package.