

## FAQ

### Coast Pet

**1. What products do you have available for ordering?**

We are excited to offer many recognized brands including Champion and Victor. Please refer to the accompanying price list for all brands and pricing.

**2. What paperwork do I need if I am new customer to Animal Supply Co.?**

New customers to Animal Supply Co. should complete and return our "easy ap". If there are questions about this, please contact our New Customer Department at 800.323.2963 x-1434 or email [newcustomer@animalsupply.com](mailto:newcustomer@animalsupply.com).

**3. How do I place an order?**

A team of Customer Service Reps are available to accept your order, answer any questions you may have, or assist you with any issues. Orders are accepted via fax at 800.270.3176, email at [orders@animalsupply.com](mailto:orders@animalsupply.com) or phone 800.323.2963. You will receive an acknowledgement via fax or email (your preference) after your order has been entered into our system and we request that you please review and report any discrepancies to Customer Service.

**4. What do I need to do when placing my order with Animal Supply Co.?**

It is highly advisable to use Animal Supply Co. item numbers when placing orders to assure accuracy and to minimize returns for incorrect product received. For your convenience, we have an "order pad" which can be used to place orders. If you are interested in the most efficient ways in which to place orders such as an Excel or .csv file, please check with your Customer Service Rep. And, if you are using a "point of sale system" (POS) and are able to export a purchase order file, we are able to receive that electronically.

**5. What is my order and delivery day - effective Monday, April 13, 2015?**

For current Animal Supply Company customers, your order and delivery day are what it is/was with Animal Supply. For new customers to Animal Supply, please contact Customer Service.

**6. What is the minimum order size?**

\$500 minimum with a \$10 fuel/delivery fee for each delivery.

**7. Will I be able to order via the Animal Supply Co. online shopping website?**

Yes and we hope that you do! If you do not already have a log in and password, call Customer Service at 800-313-2963 to get started.



*Delivering Success*

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**8. How do I redeem my Frequent Buyer Cards/Vouchers/Coupons/Envelopes?**

All of the above may be submitted to our West Regional location for processing. You may submit them to your Animal Supply Co. driver or mail them directly to:

Animal Supply Co.  
32001 32nd Avenue S Suite 420  
Federal Way WA 98001

These will be processed upon receipt and you will receive credit as quickly as possible. Please be advised that it could take up to 3 weeks.

**9. Credit Card Transactions**

Please call our Accounts Receivable Department at 800.323.2963 option 4 for details.

**10. Pricing Policy**

All prices are as listed and are subject to change without notice. Price changes are mailed to customers each month in our sales flyer and available on our website.

**11. What about returns and requests for credit?**

Any requests for returns and/or credit may be directed to the Returns & Credits Team at 1-800-323-2963 option 2 OR you may email to [returns@animalsupply.com](mailto:returns@animalsupply.com)

**12. Will Call**

Will call is available with a 24-hour notice and with a \$200 minimum order amount.