

Delivery Policy

At Happy Dog Cuisine, we are committed to delivering your fresh-made dog food promptly and safely. Our delivery service is directly managed by our company to ensure the highest quality and care.

1. Delivery Areas:

- We currently deliver to addresses within the specified delivery area stated on the delivery page of this website. We do not deliver to P.O. Boxes or outside our designated delivery zones at this time.

2. Order Processing Time:

- Orders are processed within 1-3 business days. You will receive a confirmation email once your order has been prepared for delivery. Orders placed on weekends, holidays, or after 2:00pm will be processed on the next business day.

3. Delivery Schedule:

- Deliveries are made between 7:00am - 7:00pm, Monday through Friday. We will notify you of your delivery window via email or SMS.

4. Delivery Costs:

- Delivery fees are calculated at checkout based on your location. Free delivery is available for orders over \$99.00 within our delivery area.

5. Perishable Goods Handling:

- Our fresh-made dog food is delivered using temperature-controlled vehicles to ensure it remains fresh and safe during transit in an insulated container. Once delivery is made, please place product in the freezer promptly.

6. Contact-Free Delivery:

- When requested, we offer contact-free delivery. Our delivery personnel will leave the package at your specified location and notify you via text or email once the delivery is complete.

7. Order Tracking:

- You will receive real-time updates on your delivery status, including an estimated delivery time and confirmation once your order has been delivered.

8. Delivery Issues:

- If your order arrives damaged or with missing items, please contact our customer service team within 48 hours of delivery at [info@HappyDog Cuisine.com](mailto:info@HappyDogCuisine.com). We will resolve the issue promptly.

9. Undeliverable Packages:

- If we are unable to deliver your package due to incorrect address information or other delivery issues, we will contact you to arrange re-delivery. Additional delivery charges may apply.

10. Customer Responsibilities:

- It is the customer's responsibility to provide accurate delivery information and ensure someone is available to receive the delivery during the specified window.

We value your business and strive to provide the best delivery experience for you and your pet. For any questions or concerns about our delivery policy, please contact our customer service team at info@HappyDogCuisine.com.