

ORDERING INFORMATION:

- Bag route reminder phone calls will occur one week before designated delivery day.
- Bag routes will be biweekly.
- Custom mix orders must be placed a minimum of 72 hours before designated delivery day.
- Stock item orders must be placed a minimum of 72 hours before designated delivery day.
- No same day deliveries.
- Bag route \$500 minimum or one ton/pallet quantity of an individual product.
- Detailed delivery instructions and any biosecurity information are greatly appreciated.
- If the delivery address happens to be different than the billing address please state the difference so delivery is to the right location.

DELIVERY INFORMATION:

- Deliveries only on 4' x 4' pallets.
- Holiday delivery information will be communicated as needed. Holiday deliveries will occur at least one business day before the holiday or designated route day.
- Driveways must be at least a gravel base and require a minimum 12' clearance across and 14' clearance overhead for delivery.
- Low hanging branches (below 14' of clearance) must be trimmed and removed.
- Delivery trucks are not permitted to drive across lawns to drop product.
- Due to biosecurity protocol, trucks will not travel through livestock lots or pastures.
- Drivers must have year-round access to delivery spot.
- Due to FDA food safety regulations and company liability, drivers cannot open and/or dump any product in an alternative storage container or floor.
- Winter Deliveries: Snow MUST be plowed and/or shoveled prior to delivery. During inclement weather or circumstances, alternate delivery instructions must be provided prior to route.

MINIMUM BATCH SIZES/ORDER GUIDELINES FOR CUSTOM FEEDS:

Custom Pellets	2 tons
Texturized Mixes	2 tons
Grain Mixes / Meals	1 ton
Minerals / Premixes	1,000 pounds

**For any questions or concerns, please call 800.305.9676
or email ALCIVIA.bagroute@ALCIVIA.com**