



Shelter Champions

Partner Program FAQ's

Program Questions

Can our shelter have multiple logins?

Each organization is limited to one login. We recommend using an email address and password that can be shared by everyone.

My shelter has multiple locations. How can I ship to each one?

You may add multiple shipping addresses during your initial application process. If after the initial setup process you would like to add an additional address, you may do so by emailing the address to sheltercustomerservice@purina.nestle.com. Once the address is approved, you will see it under My Account. (Please note: *all shipments should go to a manned shelter location only*. If a shipment is unable to be received by your shelter, or if shipment is rerouted during delivery, your organization will be responsible for any additional shipping charges.)

How many orders can my shelter place per month?

Your shelter may place up to 2 orders per month, per location.

I need more adopter bags. How do I order?

Adopter bags may be ordered through the website at the same time as your regular food order.

I need more adopter recommendation cards. How do I order?

As a valued partner, we will provide you with adopter recommendation cards shortly after your first order. If you need more at any time please send an email to sheltercustomerservice@purina.nestle.com with your request.

Ordering Questions

How do I place an order through the Purina Partner Program?

The ordering process is quick and easy. Just log in to your [Purina Partner Program account](#), select the products you wish to purchase, and complete the checkout process.

What payment methods are accepted?

All orders must be paid for by credit card. We currently accept American Express, MasterCard and Visa.

How many times can I order per month?

Partner shelters may place up to two orders per month per approved location. Each order allows you to purchase up to 11,000 lbs. per order.

Is there a minimum purchase?

Dry Food and Litter orders must be at least 1000 lbs. in order to meet our shipping requirements. Wet Food and PPVD orders have no minimum.

How will my order be delivered?

Your order will be delivered to your shipping address by small parcel (UPS) or by LTL truck in 7-10 business days depending on the size.

What do I do if I did not receive an item on my order or if something I received is damaged?

Please contact our customer service team by email at sheltercustomerservice@purina.nestle.com or by phone at 1-877-402-2089. Please provide the order number and the number of items not received or damaged. We are available Monday through Friday, 8am to 5 pm CST.

Who do I contact if I have questions about my order?

You can reach our customer service team by email at sheltercustomerservice@purina.nestle.com or by phone at 1-877-402-2089. We are available Monday through Friday, 8am to 5 pm CST.

Shipping

When can I expect my order?

Typically your order will arrive in 7-14 business days. You will receive a shipping confirmation notice once the order is on its way. If it does not arrive within 14 days of the shipping confirmation email please contact us at sheltercustomerservice@purina.nestle.com.

I received my food but not my litter.

For quality assurance purposes we cannot ship food and litter on the same truck. Your litter order will arrive separately.

Can I track my order?

Most orders can be tracked by viewing the order under **Account-My Orders**. Next click on [View Order](#), scroll down past the billing address and next to “Items Ordered” you should see [track your order](#). Once clicked, a pop up box will open up showing you a tracking number and a link to the carrier’s website. If your order is showing that it shipped but you do not see [track your order](#) next to “Items Ordered” or if there is no tracking number in the pop up box please contact us at sheltercustomerservice@purina.nestle.com

How will my order be delivered?

Your order will be delivered to your shipping address by small parcel (UPS) or by LTL truck in 7-14 business days.

Can I change my order?

Once an order is placed it cannot be changed.

I need to ship to an address that is not on file.

To ship to an address that is not on file you must first get the address approved and added to your account. Please send an email to sheltercustomerservice@purina.nestle.com with the address information. Once approved, the address will be added to your account and appear in the dropdown box during checkout. (Please note: **all shipments should go to a manned shelter location only**. If a shipment is unable to be received by your shelter, or if shipment is rerouted during delivery, your organization will be responsible for any additional shipping charges.)

Account Questions

How do I change/update my email address?

Your email address can be changed by going to Account at the top of the homepage and clicking the edit button beside Contact Information. Please remember that your email address is also your login. Once you sign out of your account you will need to use your new email address to sign in going forward.

How do I retrieve my username or password?

If you have forgotten your password, please use our password reset tool located below the login. If you have lost or forgotten your username, please contact our customer service team at sheltercustomerservice@purina.nestle.com or by phone at 1-877-402-2089.

How do I change the contact information or shipping information on my account?

The contact and shipping information that you enter on your initial application will be set up as your default account information. To make any changes to this information, or add additional information, you can email sheltercustomerservice@purina.nestle.com and request the change.

Product Questions

Is there a way to purchase Purina items for special needs pets in my shelter that are not offered through the Purina Partner Program?

To purchase Purina items not offered through our partner program, you can contact your local distributor. If you do not know the name of your local distributor please contact our customer service team at sheltercustomerservice@purina.nestle.com or 877-402-2089.

I have questions about a particular Purina Pro Plan Veterinary Diet item. Whom should I contact?

Please call our Purina Veterinary Resource Center at 1-800-879-1266 from 8 am to 4:30 pm CST.

How can I purchase Purina items for my personal pet?

As a valued partner, your shelter staff is eligible to receive discounted food through our Purina for Professionals program. It's a great way for your staff to feed the same food to their personal pets that you feed in your shelter. To access the website please visit:

www.purinaforprofessionals.com If you need assistance with your account setup please refer to our Purina for Professionals training guide.