



Dear Valued Customer,

Over the past six months, we have seen a significant increase in the number of shoppers shifting their household purchases to online platforms. This shift in behavior has resulted in sustained “peak season” shipping levels within the parcel industry.

As we head into the holiday season, we are anticipating a heightened level of online shopping. While we will continue to strive for quick and timely turnaround of your order, you may encounter longer lead times in the delivery of your pet's food or supplement order.

With that in mind, we would encourage you to consider placing your order earlier than you may traditionally, so you do not run low on the nutrition your pet requires.

Thank you for your patience and for choosing Pro Plan Vet Direct for your Purina purchases.

Again, thank you for your loyalty and for choosing us.

Sincerely,

Pro Plan Vet Direct

[www.proplanvetdirect.com](http://www.proplanvetdirect.com)