SCAVMA Pet Foods Store
Frequently Asked Questions

1. What is the SCAVMA Pet Foods Store?
   a. SCAVMA Pet Foods Store is a completely student run store. Through the Hill’s College Feeding Program, participants can purchase pet food at a significant discount.

2. How can I contact the SCAVMA Pet Foods Store or VetSource Customer Service?
   a. Store phone number: 970-297-4407
      Store address: VTH 300 W. Drake Rd., Building Q
      Store Manager email: csu.spf@gmail.com
      Hill’s student reps email: csu.hills.rep@gmail.com
      Store website: https://www.cvmbs.colostate.edu/SCAVMA/hillsfoods.html
      Find us on Facebook!
      VetSource Customer Service: 1-866-655-8175

3. What are the current store hours?
   a. Please see our homepage for the current store hours.

4. How can I find out about store closures and other important information?
   a. The store manager/Hill’s reps will email the DVM student body directly with any closures or other important information. For other students and faculty/staff members, please monitor the weekly CVMBS announcement emails that are usually sent on Mondays for this information. Also check Facebook!

5. Who can participate in the feeding program?
   a. Any student, faculty member or staff member affiliated with the VTH or CVMBS may purchase food through the feeding program.

6. How can I sign up for the feeding program?
   a. Please see our webpage on “How to register and order online”

7. Where does my food get delivered once I order? How do I get there?
   a. A weekly shipment of all food orders for CSU is delivered on Tuesdays to the SCAVMA Pet Foods Store (VTH 300 W. Drake Rd., Building Q). See the directions page for a map. Orders are available to pick up during store hours.
Alternatively, at checkout you may choose for your order to be shipped directly to your house for an extra fee (~$10).

8. How will I know when my order has been delivered to the store and is ready for pick up?
   a. Once your order has shipped, you will receive an email notification from Hill’s. In general, your order will be ready for pick up within a week of receiving the shipment notification. Unfortunately, we are unable to send out notification emails when your order arrives at the store.

9. How long do I have to pick up my order?
   a. Orders will be held for 2 months once they have arrived at the store. Orders that remain unclaimed after 2 months will be donated to local pet food outreach programs (see our donation policy for more info).

10. What if I can’t pick up my order during store hours?
    a. If you are unable to pick up your food during store hours, you may send someone else to claim your order (ie: spouse, friend, roommate, etc.). They simply need to know your last name and the items you ordered. If you are still unable to pick up your order, please contact the store manager directly.

11. What is the weekly deadline for ordering food?
    a. All food orders must be submitted by 5pm on Mondays for delivery with the next shipment (usually the following day).

12. How do I order prescription food?
    a. Please see our webpage on “Prescription Diets Information”

13. What if I have an issue with accessing/ordering through the online portal?
    a. Please contact our store manager and Hill’s reps to let them know you are having an issue. Occasionally the portal is inaccessible and we will do our best to make you aware of such interruptions. If this is your first order, please check to make sure your account has been approved. If you are still experiencing issues, please direct your questions to VetSource Customer Service at 1-866-655-8175.

14. Can I return food that I order and get a refund?
    a. Yes! Please see our webpage on “Returns, Damaged/Missing items, Refunds”.

15. What if my order arrives damaged?
    a. If your order arrives damaged, you may decide to keep the damaged item(s) or you may return the damaged items for a refund. Please see our webpage on “Returns, Damaged/Missing items, Refunds”.

16. What if my item(s) is/are missing from the weekly shipment?
    a. Please see our webpage on “Returns, Damaged/Missing items, Refunds”.

17. What do I need to have when I contact VetSource Customer Service?
    a. Please have your order number and item SKU number handy when you call, as well as any other pertinent information, such as confirmation emails, etc.

18. Can I buy treats or food items from the store?
19. Can I purchase discounted food for my family and friends?
   a. Unfortunately no, participants in the feeding program may only purchase food for their own personal pets.

20. Is there a limit on how much food I can order?
   a. There is no set limit on the amount of food you are allowed to order at a time. However, the feeding program discount will only be applied to the first 120lbs. of food ordered each month. At the start of each month, your 120lbs. of discounted food restarts.