

"PENGUIN PROTECTION" PROTOCOL

Certain liquid products can be affected by dropping temps and as a result, shipping carriers typically start offering "Freeze Protection" on or around November 1st.

It's our top priority to get you quality product but we can't control the weather once your shipment leaves our facility. To solve this problem and guard against freezing, we have two simple protocols in place.

- **First**, we recommend all our customers order product early in the week and early in the day to insure it doesn't sit overnight (or in some cases over the weekend) in a cold truck or warehouse.
- **Second**, when we make shipping arrangements for your order, we clearly mark your order and shipment "Freeze Protect". This penguin sticker is placed in clear view for drivers and warehouse workers.

With a little planning and some extra "Penguin Protection", your order will be well on its way to warmer climates from our warehouse to yours!



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