

FREQUENTLY ASKED QUESTIONS

Q) HOW CAN I SHOP? What options are available to me?

- a) **Shopping In-Store:** Alaska Mill Feed and Garden Center Hours are currently Monday – Saturday from 10am to 6pm. We HAVE Senior (60+) and High-Risk hours form 8am – 10am, Monday – Saturday. There is a limit of 20 people in the store at one time. And we ask everyone to maintain social distancing of 6ft apart. Please limit to one person per household shopping and limit touching products for your safety, our customers, and our employees.
- b) **Curbside Pickup:** Please place an order over the phone, for anything available in the store, with our customer service team. Items will be available within 48 hours outside our store. And 4 business days for plant orders. Call 907-276-6016. Or fill out an order form online at www.alaskamillandfeed.com.
- c) **Live Plant & Garden Delivery:** Please place an order over the phone with our customer service team at 907-276-6016 or fill out an order form online at www.alaskamillandfeed.com/plant-orders. Please see the zone map for additional delivery fees per order. Delivery is 72 hours.
- d) **Home Delivery:** Place an order online at www.alaskamillandfeed.com/homedelivery. Products are limited to mostly essential pet food and supplies. Your order will be shipped FedEx.
- e) **Bush Orders:** Place an order online at <https://shop.alaskamillandfeed.com/> or call our Bush Department at 907-222-2004. Your order will be shipped USPS on Tuesdays and Fridays.

Q) Which Items are eligible for Curbside Pickup?

- a) All items in our store are available for curbside pickup. Under guidance from the CDC and Government Officials, we ask that you only purchase essential items at this time.

Q) Can I ship to my home?

- a) We can ship to your home through our Home Delivery or Bush Order programs.
- b) Live Plants & Garden deliveries are available. See attached map for additional fees by zone.

Q) When can I place my Curbside Pickup order?

- a) You can place your order by calling 907-276-6016, Monday through Saturday, 10am to 6pm.
- b) Filling out the online form at www.alaskamillandfeed.com/plant-orders.
- c) Emailing orders@alaskamillandfeed.com

Q) How will I know if my order is ready? When can I pick up my order?

- a) You will be contacted via the phone number you provided when you initially set up the order. Be sure to have your phone on hand to check text messages to receive order updates promptly!

Q) How far in advance can I place my order?

- a) Given the volume of curbside orders we are experiencing, we are asking for a 4 day pickup window. Once you receive your text message notification, your items must be picked up within a 24-hour time period.

Q) What should I do if I don't receive an "Ready for pickup text" message?

- a) If you do not receive a text message notification within 48 hours of placing your order, please call customer service 907-276-6016, Monday through Saturday, 10am to 6pm.

Q) Can I have someone else pick up my order?

- a) Yes, a friend or relative can pick up your order! However, we ask that you provide the name of the individual who will be picking up the order at the time of placing the order. The individual will need a valid ID to make the pickup. The order name will be under the Barn Card Holder.

Q) When I get to the store, where do I pick up my order?

- a) Please pull into a designated parking spot either in front of the Retail Store or alongside the Garden Center. Call the number on the sign and give the customer service person the sign number. Please, for your safety and our employees, stay in the car and keep your windows rolled up.

Q) How do I pay for my order? When will my credit card be charged?

- a) We are taking credit card payments over the phone! Please provide your credit card information to the Alaska Mill & Feed employee at the time of placing your order. We will charge your card after your order has been pulled and inventory verified.

Q) Where is my receipt for my Curbside Pickup?

- a) You will receive a printed receipt when you pick up your Curbside Pickup order. We can also email it to you if you would like.

Q) How long will you hold my item(s) at the store?

- a) Given the volume of curbside orders we are experiencing, once you receive your text message notification, your items must be picked up within a 24-hour time period. Live plant orders, must be picked up in a 24-hour time period but preferably the same day you are notified. We will cancel and restock your plants if they are not picked up.
- b) We ask that you notify the store ASAP if you cannot make it in time to pick up your items. Order will be returned to the shelf and the transaction refunded if not picked up in a timely manner.

Q) Can I change or cancel my order?

- a) You can always call customer service at 907-276-6016, Monday through Saturday, 10am to 6pm. We can cancel an order but changes will be rung up as an additional order/transaction and not combined with the original order. If you have multiple orders, upon your arrival, please let us know so we can get everything together.

Q) Are there any fees for pick up?

- a) Nope! No Fees! During these trying time, Alaska Mill Feed & Garden Center is happy to service our loyal customers!

Q) How do I return or exchange these products if I am not satisfied?

- a) Unfortunately, due to health and safety, we are not able to do returns of any kind at this time.

Q) What if one or more items I bought are no longer available in the store?

- a) Unfortunately, inventory is always changing, if we are out of an item you ordered, we will call you back to try to find a substitute item.