

# COVID-19

## HOW ROYAL CANIN IS SUPPORTING YOU



The last few weeks have been unprecedented and unpredictable and many of us are adjusting to new ways of working and living. We would like to share how Royal Canin is continuing to support you throughout this challenging time.

### **Together, we are the health guardians of our pets.**

#### **1 How can I contact Royal Canin during this time?**

Like you, our priority is to ensure our team and community remain safe while ensuring that we continue to provide our product to those, like you, who rely on us. Even though our team is now mainly working from home, we remain available via the normal channels to assist you with any questions or support requests that you have:

**Customer Service:** Existing order & delivery enquiries – [pro.orders.au@royalcanin.com](mailto:pro.orders.au@royalcanin.com)  
**Customer Service:** All other breeder club enquiries – [pro.au@royalcanin.com](mailto:pro.au@royalcanin.com)  
**Consumer Care:** [consumercare.anz@royalcanin.com](mailto:consumercare.anz@royalcanin.com)

#### **You can also join us on Facebook:**

**Dog Breeders AU:** [www.facebook.com/groups/2007121649560896/](https://www.facebook.com/groups/2007121649560896/)  
**Cat Breeders AU:** [www.facebook.com/groups/151862758809703/](https://www.facebook.com/groups/151862758809703/)

#### **2 Is there any impact to my order and delivery?**

Production is continuing in our factories and we are currently working closely with our third party logistics providers to ensure that we fulfil orders as agreed. At this time though, we have had to change the way our warehouse works to prioritise the health and wellbeing of our teams working there.

Due to this, there are currently 24-48 hours delays on orders being shipped but rest assured we are doing everything we can to get product to you as soon as possible. As our factories are still operating, we encourage you to order our products in the usual quantities to ensure that cats and dogs have continued access to the best health nutrition.

#### **3 Is there any impact to my order and delivery?**

There is a lot of information circulating on COVID-19 and we understand this can create uncertainty for you and some pet owners. We all want to provide the very best health for ourselves, our families, and our pets. In these extraordinary circumstances, it is important to keep good health practices top of mind.

You can visit our website at [www.royalcanin.com/au/coronavirus-in-pets](http://www.royalcanin.com/au/coronavirus-in-pets) for a pet health guide to maintaining pet health during the coronavirus outbreak.

