

SPECIALTY FEEDS, INC.

SOCIAL MEDIA GUIDELINES

Last updated [November 8, 2021]

Welcome to our page. We are glad you are here and appreciate your business, support, and/or interest in our products. Our social media pages are meant to provide a way to communicate with us, to share thoughts, photos or videos with respect, truth, and courtesy.

The guidelines below set a standard of expectations from us and those who interact on our page. By using our social media pages, you acknowledge and agree to these guidelines.

OUR PRODUCTS & POSTS

We strive to provide the highest quality products at the lowest possible prices. All Specialty Feeds products meet or exceed AAFCO nutritional guidelines and are backed by our 100% satisfaction guarantee.

Content we share is for informational or entertainment purposes only. Questions about your pet's specific diet and health should be directed to your veterinarian.

YOUR POSTS

When posting on our social media pages, tagging us in content or using branded hashtags, please do not repost any photos, videos or other content that is not yours without the verifiable permission of the owner.

OUR BRAND AND CONTENT USE

The marks, images and designs used on our pages are trademarked or copyrighted by us or others whom from we've been given permission to use. Sharing our posts is permitted, using the marks, images, and designs for purposes outside of our posts are not permissible.

TERMS OF USE FOR SOCIAL MEDIA PLATFORMS

Information shared on our social media pages by other users does not always represent Specialty Feeds, Inc. or our values. We reserve the right to remove content if we feel it is inaccurate, unsuitable, offensive, explicit, graphic, irrelevant, disruptive, or falsely represents Specialty Feeds, Inc., or any of our brands.

Additionally, we reserve the right to delete posts or block any user in violation of this policy. Such content includes but is not limited to:

- Spam, including repeatedly posting content in multiple places, or other content intended to cause disruptions or technical issues
- Advertisements, solicitation links or content otherwise not authorized by Specialty Feeds, Inc.
- Content in violation of any local, state, national or international law
- Content in violation of social media platform terms of use
- Harassing, threatening, vulgar, defamatory, slanderous, or abusive content
- Deceptive, misleading, or factually inaccurate content
- Content infringing on any copyright, trademark, patent, trade secret or proprietary rights of any party
- Private, personal, or sensitive information about any individual
- Content promoting unaffiliated organizations, groups or products
- Content unrelated to the original post

In addition, we ask that all users adhere to the terms and policies of the social media platforms, including any stated terms of service, community standards, privacy policies or rules and policies provided by those platforms.

COMMENTS & MESSAGES

We encourage all comments, questions, or concerns that you may have to be sent to us. We will do our best to respond as quickly as possible. Our pages are not monitored 24 hours a day, 7 days a week. In most cases we will respond during normal business hours. We may need additional time to research information to answer your questions fully. We may request another contact method for you in order for the correct person to respond. Feel free to contact us (8am – 5pm Monday thru Friday) at (800) 647-9328 or through our website at <http://www.specialty-feeds.com/contact-us.html>.

CONTACT US

To resolve a complaint regarding the site or to receive further information regarding use of the site, please contact us at: melissa@specialty-feeds.com