**All products that are out of stock *must* be reported to** **Orders@BRTgroup.com** **immediately so that management has time to react to the out going order and find alternatives**

Anyone taking an incoming order for an Out of Stock item must suggest/point out alternative products/sizes and/or like SKU’s.

Example:

Someone is ordering a 6inch Rawhide (this *must* have been reported as Out of Stock already so anyone taking an order is aware of its status). Order taker knows this product is Out of Stock so they *must* suggest the next closest size (smaller or larger) that is in stock as an alternative.

The above procedure must be followed with all products (e.g. Smoked/Dehydrated/Frozen etc.)

Signed:

Name (print) Title Signature Date

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