



**LISANATTI® FOODS**  
Consumer Direct Ordering & Shipping Procedures

Thank you for your interest in purchasing our high quality cheese alternatives directly from our family-owned business located in Oregon City, Oregon. We've been shipping to consumers all across our country since 2001 and are glad to help you obtain the varieties/styles you prefer and enjoy. When you buy directly from us, orders can be mix-and-matched in any combination as long as the total number of pieces equals 12 or more.

Please note the following . . . . Orders sent with payment of cashier's check or money order and received by 3 PM on Thursdays typically ship the following Monday. Orders sent with payment of personal check and received by 3 PM on Thursdays typically ship the 2<sup>nd</sup> Monday after arriving at our office. We are not able to accept credit or debit cards at this time. Please accept our apology for any inconvenience this may pose.

Lisanatti® cheese alternatives have either a 9-month (Shreds & Slices) or 12-month (Chunks & Sticks) unopened, refrigerated (34 - 38° F) shelf life. The products themselves can be frozen, however, the packaging film we use is not intended for freezer storage. If you choose to freeze our cheese alternatives, we strongly recommend storing them in an airtight container that is suitable for freezing. This step will ward against our products developing an 'off-flavor' or drying out in the event that the seals open while frozen.

To keep your order cool during transit our recyclable cardboard shipping boxes are lined with Styrofoam and packed with gel ice. (The gel ice can be re-used . . . . terrific for lunches and picnics!) Orders are shipped with a FedEx guaranteed 2<sup>nd</sup> Day delivery. We will call a few days prior to shipping to notify you when your order will leave our dock. All orders require a signature guarantee for delivery. In the event you'll need to be gone the day of your order's expected arrival, please leave a note – dated and with your signature – directing the FedEx driver to leave the box in a spot you designate.

Please be sure to provide your complete physical address for shipping and your phone number on the order form. FedEx cannot deliver to a Post Office box. If you have any questions about our products or shipping procedures, or would like any other information about our family's products or business, please contact us at your convenience via our toll-free number.

**LISANATTI® FOODS**  
Family Owned and Operated Since 1977  
1815 Red Soils Court \* Oregon City, OR 97045  
Local 503-652-1988 \* Toll-free 866-864-3922 ext 500 \* FAX 503-653-1979