



MADE IN CANADA

F.A.Q. | FREQUENTLY ASKED QUESTIONS

Your questions are very important to us. If your question is not already addressed in our Frequently Asked Question (FAQ) section, please contact our customer service at 1-877-939-0006.

Q: I've heard there are border issues with ACANA Grasslands Dog. Is ACANA Grasslands Dog safe to feed to my dog?

A | Champion Petfoods is confident that all of our foods, including our ACANA Grasslands Dog, are 100% safe. We test *all* our products for Salmonella *prior* to shipping.

The FDA regularly examines and samples all food products entering into the USA. On January 31, 2011 the FDA concluded that a sample of ACANA Grasslands Dog "appears to contain *Salmonella*". The FDA refused the product for import and issued an Import Alert. This has resulted in border crossing delays and subsequent shortages of ACANA Grasslands Dog.

Although previous lab results showed negative Salmonella results, the FDA required additional sampling. Champion complied with all FDA requirements, sending additional samples of ACANA Grasslands Dog to a third party FDA certified lab. Without exception the test results from each sample tested negative for Salmonella.

While these samples tested negative for Salmonella, the FDA maintains an Import Alert until they finalize their documentation process. We expect normal shipments to resume upon the lifting of the FDA Import Alert.

When it comes to food safety, we follow the same protocols as any food processor making human foods. Our Quality Assurance protocols require all products must have a negative Salmonella lab result from a Government of Canada accredited laboratory before shipping-there is no exception to this policy.

The health of your cherished pets and your peace of mind mean the world to us, we go the extra mile when ensuring the safety of ACANA and ORIJEN. We appreciate your patience during this process, and if you require further information on ACANA feeding options please contact us.

QUESTIONS? COMMENTS? CONCERNS?

Your questions are very important to us. If you have additional questions, comments or concerns, please contact our Customer Care Department at Champion Petfoods.

TELEPHONE:

- Toll-Free 1-877-939-0006 (North America)
- 1-780-939-6888 (outside of North America)

EMAIL:

- <http://championpetfoods.com/contact/>

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