



# Frequently Asked Questions

Deer Processing Experience and Our Automated Product Pick-Up Notification System

## **Q: What is the Wurst Haus Deer Processing Product Pick-Up Automation System?**

**A:** It's a new system designed to streamline the customer experience for deer processing. We use text messages to keep you informed about your order status and allow you to schedule your pick-up times.

## **Q: How does the system work?**

**A:**

- **ORDER CONFIRMATION:** Within 3 days of dropping off your deer and deposit, you'll receive a text confirming your order.
- **FREEZER PRODUCT READY:** In about 35 days, you'll get a text that your freezer products are ready. You then click a link to schedule your pick-up within a 10-day window.
- **PICK-UP REMINDERS:** We'll send reminder texts every 2 days to ensure you schedule your pick-up.
- **FREEZER PRODUCT PICK-UP CONFIRMATION:** After you pick up your freezer products, you'll receive a confirmation text.
- **SMOKED PRODUCT READY:** In 1-6 months (depending on your order and drop-off date), you'll get a text that your smoked products are ready. You'll again click a link to schedule a pick-up within a 10-day window.
- **PICK-UP REMINDERS:** We'll send reminder texts every 2 days to ensure you schedule your pick-up.

## **Q: What if I need to change my pick-up date?**

**A:** No problem! Just click the link in your text message and choose a new date.



# Frequently Asked Questions

Deer Processing Experience and Our Automated Product Pick-Up Notification System

**Q: What if I don't pick up my products on time?**

**A:**

- **STORAGE FEE:** If you don't pick up your products within the 10-day window, a \$5 daily storage fee applies.
- **DONATION:** If you don't pick up your products within 27 days, we'll donate them to organizations that feed the needy.

**Q: Why does it take 1-6 months for my smoked products to be ready?**

**A:** The time frame depends on factors like when you dropped off your deer, the specific smoked products you chose (some take longer to cure), and how close your drop-off date is to a holiday.

**Q: Do I still need to call and check on my order?**

**A:** Nope! Our automated system keeps you updated via text message, so there's no need to call.