



Mountain Valley Meat Scheduling Policy

A deposit of the slaughter fee is required at the time of scheduling. We stick to a strict schedule with regards to the number of animals that are brought in. If you need to cancel or lower your scheduled number, we ask for a 7 day notice. If you need to increase your number, please contact us to see if we can accommodate this. You can reach us via email (mountainvalleymeat@hotmail.com) or phone call (please leave message if we do not answer).

Deposit refund:

- 7 day notice, full refund will be issued.
- 2-6 day notice, 50% refund will be issued.
- If under 48 hours, no refund.

Prior to drop off:

We **REQUIRE** customer contact information within **2 days** of drop-off. In addition to giving us customer information, we ask producers to please let your clients know that livestock will be brought in and to be expecting cut sheets to be sent in. Our cut sheets can be found on our website at our website [here](#).

Please tell your customers we require beef instructions within 7 days, and swine, goats, and lamb within 2 days. Our forms are available on our website at mountainvalleymeat.com. If customers do not send in instructions or attempt to contact us, one phone call will be made and then a standard cut will be done.

If you need your weights, please send email to mountainvalleymeat@hotmail.com requesting them at the time of your drop off.

Drop off day:

1. Drop offs can be made at any time of day on the day of your appointment.
2. Fill out our drop-off form (located in mailbox). Form needs to be filled out completely and is **REQUIRED** by USDA. A new form **MUST** be filled out with each drop off. Attach transportation slip and brand inspection certificate (if applicable) with drop off form.
3. Please make sure you check both (2) gates to make sure they are both securely latched.
4. Put form back into mailbox and make sure lid is closed.
5. We will **only** identify livestock by ear tags, weight, or all weather livestock markers. We **DO NOT** identify by breed, color, sex, etc.
6. We **REQUIRE** customer contact information within **2 days** of drop-off. **(Please tell your customers we require beef instructions within 7 days, and swine, goats, and lamb within 2 days).** Our forms are available on our website at mountainvalleymeat.com.
7. If you need your weights, please send email to mountainvalleymeat@hotmail.com requesting them.
8. If you are wanting to save the hide, head, or intestines, please make note on form. These items must be picked up the following day after slaughter.

Pick up:

During certain times of the year, it may take us a bit longer to notify that orders are ready. Please let your customers know that we always call every customer to let them know that their meat is ready. To limit unnecessary calls, we ask to not check the status of your order unless it has been:

- Beef: 5 weeks
- Goat/Sheep: 3 weeks
- Swine: 4 weeks