

Store FAQ

Ark Store's Frequently Asked Questions

Please read this entire page before emailing with questions. Many questions are answered here. Thanks. How Do I order from the Ark?

Please email Tracy your zip code along with what you would like to order.

She will then calculate shipping and email you back a total with instructions on how to pay.

The email for the Ark Store is kimsarkstore@gmail.com Do I have to buy in 1 pound or 33 pound increments of Harlan Teklad?

You can buy the Harlan food in any increments you'd like. I.e. 5, 10, or 28 pounds. Is there an order form?

No. Please email your order to Tracy with your order and zip code and she will email back the total. What methods of payment do you accept?

The Ark accepts Checks, Money Orders, and credit card payments through Paypal. How can I find out how much is shipping?

Please email Tracy your zip code. She will calculate shipping and email you back an invoice. How is shipping calculated? Tracy calculates shipping based on the weight of the box and will email you the shipping price. Most orders are calculated by FedEx Ground. Orders under 3 pounds are calculated by USPS and FedEx Ground. Tracy will email you all shipping options with estimated shipping time.

A Note: FedEx shipping to a business address is cheaper than residential. If you would like to have your package delivered to your workplace to waive the residential fee, please state that in your email. When is my order shipped?

Tracy ships at least twice a week and always on Fridays. What if I want my order shipped through a different mail carrier?

We can ship through USPS, FedEx Ground, and UPS ground. On average, FedEx ground is the cheapest and quickest way to ship for package over 3 pounds. If you prefer to have UPS or USPS than FedEx, please let us know in your email. Can I arrange to pick up my order to save on shipping?

If you live near or Braintree, MA you can pick up at Tracy's house. Pickup times must be scheduled with her. Who receives the proceeds from the Ark Store?

The profits from the Ark store goes directly to the rats. We pay for their food, bedding, new cages, and veterinary costs. We supply foster homes with supplies for their rats. Every member of the Ark is a non paid volunteer who devote their free time to helping find rats homes. Is there a retail store?

No. The Ark store is a virtual store. There is no physical store to visit. To pick up food, you can meet Kim or Tracy at their houses. How Do I send money with Paypal?

Click on "Send Money"

Enter the total amount of the order including shipping.

Put the ark's store email in as the ID.

We'd be a goods type.

For the subject put Harlan, and in the Note please put your order.

Make sure to include shipping information on the next page.

You can learn more on how to pay here: [Paypal Help](#) How Do I use Nolvasan?

Make sure you follow the directions on the bottle. Diluted at the rate of 1-3 ounces per gallon of clean water, Nolvasan can be used to disinfect or sterilize tubs/cages/other surfaces. Another conversion is .25 to .70 mL per 1 ounce of water (easy conversions for spray bottles). To disinfect, first clean the object. Then, spray, wipe on, or soak the object in the diluted solution, and allow it to sit for at least 10 minutes (15-20 does a better job). To sterilize, allow it to sit or soak for at least half an hour. To treat a wound, use 1 ounce per gallon of water. Chlorhexidine diacetate is a common ingredient in a variety of animal products, including dental rinses for dogs and cats.

Which Harlan diet should I choose?

We highly recommend all our diets.

The 8604 has soy as the main ingredient which is thought to aid in preventing cancer. It also contains meat and molasses. This is the one with higher protein which is highly recommended for nursing moms and young rats but can be used long term for males and females.

Due to the protein scare, many people feed the 2018 as the maintenance diet. Protein sensitivity is not that common, and we've heard an equal (low) number of males and females with it.

The 80 diets are good for nursing moms and growing babies as well as maintenance. It's also lower in fat, but not by much. The RMCA lists the 8604 as the best lab block out there.

Tracy's rats used get a mix of the 2018 and 8604, leaning more towards the 8604 since Polly was getting pudgy (her rats are deceased now). She couldn't tell you which they loved more although Kim swears her girls use the 2018 as nesting material only. However, we do have reports that many customers' dogs and cats enjoy the 2018.

Also, please keep in mind that the 20- diets are not only the veggie ones, they do NOT have soy up there as the main ingredient. The 80-diets do.

PLEASE NOTE!!! We do not recommend the 2014 for rats unless they are overweight or have protein sensitivity. This diet is not for healthy rats. This is a special order so it must be ordered at least a month in advance to make sure Tracy can get it from Harlan when she restocks. How much food should I get?

Shelf life can be found on the main page of the diet part of Harlan. It also says there the recommended amount (14-17g a

day-avg is 1 pound a month). Even in a rubbermaid, the shelf life is 6 months unless it's in a rubbermaid in the freezer (shelf life is then extended to one year). Freezing will extend the shelf life to up to one year from the date stamped on the bottom of the food bag. So for 2 rats, you shouldn't get more than 15 pounds for 6 months if you don't have space to freeze some. Air tight containers will not slow down the nutrients from breaking down, only freezing does.

Which formula of Missing Link should I get?

The Canine and Joint Support are essentially the same. The major difference is that the Joint Support contains glucosamine which to stimulate the production of collagen, the protein that helps support healthy joints.

I haven't heard back in a week? What gives?

Tracy tries to answer emails within 2 days. If you don't hear back in a week, please check your junk folder. If no email is there, please re-email or send an email to tracy_rosa@hotmail.com

PLEASE NOTE: I ONLY CHECK HOTMAIL ONCE A WEEK SO DO NOT TRY THAT ONE FIRST!!!

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