To the Owner of Pet Planet in Westside Village,

I am writing to express my frustrations with a recent experience I had at your store. One week ago, I purchased Holistic Happy Paws chicken cat food for my cat, Sheba. I acknowledge that I had not checked the expiry date on the bag before purchasing, though I feel that is your job as storeowner, and not my responsibility as a loyal customer of over 5 years now, when the store opened in this location. As it was on the shelf to be sold for full price that day, I had not expected the cat food to be so long over its due date; it had expired almost six months prior to the date it was purchased. I have never experienced—nor heard of anyone experiencing—this problem so I assumed the food was more than acceptable to feed to my cat, especially being a ‘natural food for cats’. However I soon discovered that this was not the case at all.

My cat became violently ill only a few hours after eating this food; she vomited for nearly 2 hours until I was able to get ahold of the veterinary doctor and rush her to the clinic, which was an after-hours, emergency situation. The verdict was that she was severely dehydrated and required medicine to combat food poisoning sickness. The bill came to $375. It did not take me long to see that her sickness was attributed to the expired food I had unknowingly and regrettably fed her.

As a loyal customer, I have never experienced any issues with your store before this one, which deeply disturbs me. I am very concerned by the fact that expired food was on the shelves of the store, and I am quite honestly now hesitant to trust the quality of other products at your store. I would like to hear back from you regarding two requests: I would like to know if you have taken action to remove all expired products from your shelf and ensure that you take all necessary steps to ensure this unfortunate event does not occur again; secondly, I would like to ask for compensation of my expenses including both the vet bill and the 2.7kg bag of expired cat food, which was the least of the damage that has been done. I only hope now that this problem has not affected other pets, at least not like it has affected mine as much as it did.

I hope to hear back from you as soon as possible. Please contact at (604) 360-0048 or via email at kiedispeppers@gmail.com.

Sincerely,

Anthony Kiedis