

SHIPPING INFORMATION

1 Please provide an address where someone will be available to receive the order.

Chocolate left outdoors for a period of time will melt.

2 **Please double check your shipping addresses** as incorrect addresses may delay delivery. Sarris Candies is not responsible for incorrect addresses or returned packages. Your order may be subject to additional charges for address correction or forwarding by shipping services.

3 Orders are shipped via UPS/FedEx Monday-Friday (approximately April-September, **when temperatures are 70° or above, we may hold shipments until the following Monday**).

UPS/FedEx delivery hours, excluding holidays, are Monday-Friday (Saturday in limited areas) 9 am - 7 pm (sometimes later) for residences, and Monday-Friday during normal business hours for business addresses. Please call 1-800-255-7771 to confirm if Saturday delivery is offered in your area.

UPS/FedEx do not deliver to post office boxes, therefore, a street address is required. If shipping to a PO box, order will ship via USPS Surepost which may increase transit time.

4 Shipping and handling charges are based upon each recipient's candy order per location. See delivery chart above for options and cost.

5 Sarris Candies guarantees arrival of your candy in perfect condition when using our recommended method of shipping. **Our chocolates are extremely perishable.** When shipping to warm weather areas (temperatures over 70°), we may contact you if warm weather packaging or expedited shipping is required to prevent melting and to ensure your order arrives in perfect condition.

As temperatures can fluctuate, we may, on occasion, hold your order when the state you are shipping to has a temperature of 70° or above. Please email Contact@sarriscandies.com or call 1-800-255-7771 if you have questions concerning the shipment of your order.

6 Most orders (including one day and two day air shipments) are shipped within 1 - 2 business days of receipt. During peak times, orders ship within 5 business days of receipt.

Because temperatures across the country vary, we may choose not to ship over the weekend in order to ensure premium quality upon arrival. For this reason, we cannot guarantee Saturday or Monday deliveries.

7 EXPEDITED SHIPMENTS:

Depending on the temperatures, two day air orders received Wednesday-Friday and one day air orders received Thursday - Friday may not ship until the following Monday. **Saturday is not a standard delivery day for one day or two day air shipments.** If you need Saturday delivery for an expedited shipment, please call 1-800-255-7771 to confirm that Saturday delivery is offered. **There will be an additional charge of \$16 incurred for expedited shipments with Saturday delivery.**

8 CUSTOM ITEMS:

Custom items (favors, etc.) need time to be made so please allow 3-5 days for production in addition to transit time for shipping.

9 Sarris Candies is only able to ship to addresses in the U.S. and Canada. AK, HI and Canadian addresses have special shipping rates. Please call Customer Service at 1-800-255-7771 for details. All prices are based upon U.S. currency.

10 We will ship to military addresses (APO/FPO) for free. These shipments are sent standard USPS and cannot be guaranteed to arrive by a specific date nor are they guaranteed against melting.

STORE PICK UPS:

Store Pick Up is available at our Canonsburg store

Pick up hours: **Monday - Saturday** (9am - 9pm)
Sunday (10am - 9pm)

Pick up orders require 48 hours for processing.

ORDER DAY	PICK UP DAY
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Saturday
Friday	Tuesday
Saturday	Tuesday
Sunday	Tuesday