

# Summer Shipping Policy

*Please Read Before Placing Your Order*

We will not ship replacement products or give refunds for damaged items for orders with heat-sensitive products (all items sensitive to heat, for example: chocolates, cookies with chocolates, etc.) during the warm weather months.

**If you order during warm-weather days or if shipping to a warm-weather region we kindly ask you to:**

- Purchase a box with insulated Box Liner, order here: [Insulated box](#)
- Purchase some Ice-Packs (at least 2 to 4 per shipment), order them here: [Ice packs](#)
- Upgrade your shipping to UPS Second Day or next UPS Day AIR

If you are shipping an order to the Chicago area, most parts of Illinois, Wisconsin and Indiana, UPS Ground will generally deliver the next day. Upgrading to UPS 2nd Day Air will actually slow down your delivery, pick UPS Ground at checkout. We may delay the shipment to ensure that your package arrives before the weekend and will not sit inside the carrier's hot trucks/warehouse. However, even if you upgrade shipping and purchase ice-packs and insulated boxes, we cannot guarantee that chocolates, cookies and candies will not melt during the transport.

**Reasons To Be Present At The Time Of Delivery:**

- Theft
- Bugs and insects
- Heat damage

**Always Provide When Placing Your Order:**

- Complete and correct shipping address.
- Unit or apartment number in the second address line if you live in a multi-family home or an apartment complex.

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