

# **CLUB SHIPPING POLICY**

## **When will the package arrive?**

Morkes Monthly Flavor Adventure Club shipments go out between the 10<sup>th</sup> and 15<sup>th</sup> of the month. Shipping fees are included in the price. How soon the package is received depends on the delivery location and distance from Palatine, Illinois. Shipments may be sent via USPS or UPS standard delivery at our discretion. If you purchase the Monthly Flavor Adventure Club and also order other products, the shipping method you choose during checkout for the additional products will not affect club shipments.

## **How are shipments handled?**

We use the finest ingredients and ship only freshly made confections. Therefore we take extra care when shipping. All of our chocolates are delivered in specialty packaging to prevent spoilage and to ensure safe delivery. When needed we include a reusable ice pack to avoid melting. Please make sure someone will be available to receive the order when it is delivered. If no one is home, the shipper will leave the package and we don't want it to melt. To avoid a package sitting outside a home for an extended period of time, an office address may be a better option. On rare occasions some melting may occur. We advise placing the package in a refrigerator for a short time before unwrapping. Of course, please call 847.359.3454 with any comments or concerns.

## **Will we ship to PO boxes, FPO or APO boxes?**

Sorry, no. We can only ship to residential and business addresses. If there is an address associated with a PO box (like UPS store mailboxes), that is considered a business address and can receive our shipments. Due to the perishable nature of some of our gourmet items, we can only ship within the continental 48 United States. We do not ship to Hawaii or Alaska.

## **What if the recipient moves or goes on an extended vacation?**

Simply notify us in advance of the new location and we will send the remaining deliveries to the new address. However if you do not notify us by the first of the month this could result in a package being shipped to the wrong address and may cost you an additional fee to reroute it. You will receive a confirmation number with your address change request. No change of address will take place until after you have received the confirmation number.