



# DELIVERY, SHIPPING & HANDLING INFORMATION

## DELIVERY, SHIPPING AND HANDLING

- **INSIDE DELIVERY:**

*If your order requires shipment by common carrier (truck lines) your group will be responsible for bringing the product inside your facility. "Inside delivery" is often available from the carrier, but will incur an additional fee. The additional fee will be passed on to you by Priester's.*

*UPS will not bring your product inside.*

*UPS will not call you in advance of your deliveries.*

- **RESIDENTIAL DELIVERY:**

*UPS does not require you to be home for deliveries. They can leave your boxes by your front door without your signature of receipt.*

*UPS will not call you in advance of your deliveries.*

*Truck Lines often charge an additional \$40 (and up) fee for delivery to a residential address. These fees, if assessed by the carrier, will be passed along to you by Priester's.*

- **DELIVERIES TO HOME ADDRESS:**

*UPS does not require a signature on deliveries. Truck deliveries require handling charge and signature for inside deliveries.*

**\*\* IMPORTANT NOTICE \*\***

**PLEASE CHECK ALL CASES UPON DELIVERY...**

**Please check all cases upon delivery for any damages or shortages. Any loss or damages MUST be noted on the freight bill by the driver at time of delivery. Please DO NOT ACCEPT damaged product unless you intend to pay for them in full. When refusing all or part of a shipment, please notify us immediately by calling Toll Free 1-800-523-3505, M-F, 8:00am-4:30pmCST. Send us a signed copy of the freight bill with the drivers signature. We will replace or refund as soon as we receive the signed freight bill.**

## CUSTOMER SERVICE

### GUARANTEE:

The Priester's Guarantee is to ensure our customers are provided with the best pecans and pecan candies available. Your satisfaction is Guaranteed.

If for any reason you are not completely satisfied with your order, please call 1-800-523-3505, M-F, 8:00am-4:30pm CST.

Advance notice will be required prior to any return. We cannot accept unauthorized returns. Notification of any problems with an order must be made within 15 days from the time you receive your shipment. Replacements or refunds will not be made after that time.

### FUNDRAISING CUSTOMER SERVICE:

1-800-523-3505,

8AM-4:30PM CST, M-F

EMAIL: [FUNDRAISING@PRIESTERS.COM](mailto:FUNDRAISING@PRIESTERS.COM)

FAX: 1-334-227-4294

