

Al's Gourmet Nuts

"A Delicious Gift Solution"

PRODUCTION DETAILS

- **MINIMUM ORDERS:** 21- Piece minimum for **custom** orders. No limits for non-custom orders.
- **LEAD TIME:** It generally takes 5-15 days for custom items, pending artwork approval and production. Please factor customizing needs when ordering. Contact our Customer Service team for rush orders.
- **PAYMENT:** We gladly accept checks, purchase orders, and credit cards. For credit card customers we accept VISA, MasterCard, Discover, and American Express. Purchase orders accepted for all orders *over* \$200; please contact our Accounting department for approval.
- **SHIPPING & DELIVERY:** Shipping available throughout the U.S. including drop shipping for special events. Shipping & handling fees will be determined once final gift and delivery options are selected.
- **SALES TAX:** All Texas based orders require **sales tax rate of 8.125%** to be collected.
- **REFUND AND CREDITS:** Refund and credit requests are handled by our Customer Service team. Our company upholds generous customer service guidelines and strives to provide equitable compensation to our customers for each situation. All refunds and credits must be requested in writing **within 2 days of delivery date**.
- **CANCELLATION POLICY:** We will accept cancellations up to **five business days** before the requested **ship date**. **50%** of the total payment and special fees are **not refundable**.
- **SHELF LIFE AND STORAGE:** You can store our gourmet nuts 4-6 weeks for peak freshness in the existing bag or a zip lock bag.
- **SHIPMENTS TO MULTIPLE RECIPIENTS:** Please use the **AL'S GOURMET NUTS Order Form** to input your order and gift recipient information when you have **multiple recipients**. This helps to ensure that your information is accurate and we can export the information efficiently. We are happy to guide you through the process and answer any questions you may have. You will need specify the following information in an excel spreadsheet:
 - **Billing information (Name, Address, Phone, Email)**
 - **Names, addresses and phone of gift recipients (Shipping to)**
 - **Gift Solution(s) Ordering**
 - **Personalized message for the logo label**
 - **Personalized message for gift card**
 - **Shipping date**