

Orders placed before 3:00pm EST on a business day (Monday - Friday) will ship the same day. Orders placed after 3:00pm EST may not be shipped until the next business day.

Our business hours are Monday to Friday, 10am-6pm. Orders placed after business hours will not be processed until the next business day.

Orders placed during the weekend (Saturday - Sunday) will be shipped on Monday.

Remember that ground shipping can take up to 7 days, depending on the destination. [Click here for FedEx Ground Transit Times from NY](#) or consult chart below.

Next Day shipping on Friday will not arrive until Monday. Call us for Saturday delivery options.

There is no residential ground delivery on Sunday and Monday. There is no business ground delivery on Saturday and Sunday. There is no express delivery on Sunday. Call us for Saturday delivery options.

When shipping FedEx, packages do not require signatures, and may be left at the recipient's address at the discretion of the FedEx Driver. Three attempts will be made, a note being left each time with instructions to contact FedEx with instructions. If no contact is made, the package will be returned to us. Signature service can be requested.

We depend entirely on the name and address that you the customer supply to us when you place your order. If FedEx finds the slightest error in this information they execute an "address correction" which if successful results in a \$10.00 charge. If we find the fault to be ours we will waive the charge. However, if the customer supplied us with information that was incorrect when placing the order, we will pass on this fee to the customer. This charge, because it takes FedEx to advise us, sometimes takes up a week to charge out.

We cannot ship to PO Boxes, APO or International. For Alaska & Hawaii, we can only ship Next day and 2nd Day and these destinations usually take up to 4 days.

You can only ship to one address per order. You must either place multiple orders for multiple addresses, or call us for assistance.

Hand Delivery

Orders for hand delivery (Mon-Fri) must be placed by 1pm EST to guarantee same day delivery in Manhattan, Brooklyn & Queens. Orders placed after 1pm may be delivered the following business day. Same day delivery is NOT guaranteed during the month of December, due to holiday volume.

An incorrect address that results in another delivery attempt will be an additional delivery charge.

Shipping during summer and/or to warmer climates

During summer months and especially when shipping to warmer climates, we will have to substitute for chocolate items. We sometimes can ship gifts containing chocolate with ice packs for transit times of two business days or less - this includes, NY, NJ, PA, CT, RI, MD, VA, WV, MA, VT, NH, ME and parts of Ohio and the Carolinas. Outside of these areas, we highly suggest selecting Two Day or Next Day shipping to ensure safe arrival of the chocolate. Keep in mind that weekends add extra transit days - transit times are business days only. Consult the Transit Time Table. If we have doubts that the chocolate will not arrive in good condition, we will make substitutions for the chocolate items. Please call us with any questions.

Shipping to hospitals

When shipping to hospitals, please keep in mind that packages go to shipping and receiving first, and are dispersed to the patients' rooms at the discretion of the hospital. We can only track a gift as far as whomever signed for it in shipping and receiving. If the patient is in a unit that does not allow food gifts, we are not notified of this, and cannot guarantee where the gift will end up. If the patient has checked out, the gift will most likely be returned to us, and you might incur additional shipping charges for the return. Please consult the transit times for shipping. (below) We highly recommend shipping to a home address to be brought to the patient by a friend or loved one to ensure delivery of your gift. (This does not apply to hand deliveries in NYC)

Scheduling a Later Date

If you would like your gift to ship at a later date, just tell us the date in "Customer Notes" during your checkout.

## Substitution Policy

We reserve the right to substitute a product at an equal or greater value in any of our baskets.

## Delivery Times

If you choose:

### Estimated Delivery Times

#### Hand Delivery in Manhattan, Brooklyn & Queens

Place your order before 1pm to receive same-day hand delivery Monday through Friday. Otherwise, we will deliver the next business day.

#### Standard Ground

Takes 1 -7 business days from NY. [Click here for Transit Times.](#)

#### Saver

Takes 3-4 business days

2 Day Air

Takes 2 business days

Next Day Air

Takes 1 business days