

# **SHIPPING POLICY**

## **Shipping Options/Costs**

We ship our frozen favorites on Monday-Friday Fedex Ground.

We ship our frozen favorites on Monday-Wednesday Fedex Air.

Price depends on weight and number of items purchased. Packages longer than 3 days need to be shipped Fedex Air. Any Package shipped ground with a longer delivery time than 3 days is not the responsibility of Prejean's. Dry Ice has a shelf life of 72 hours once packaged.

## **Packaging**

All packages are vacuum sealed, frozen, and packed with 10 pounds of dry ice in a thick, reusable foam ice chest. Each box with dry ice costs \$18. A box will hold up to 6 individual quarts of gumbo or bisque. If an order has more than 6 items, that will require a second box and will be charged accordingly.

## **Delivery of Items**

With residential deliveries, please pay special attention to the details of the address (house numbers, apartment numbers, highways). Prejean's is not responsible for any possible delays that may be caused if the shipping address requires any modifications or changes once the items have been shipped out. In addition, please make arrangements that someone will be present at the home to receive the delivery. The delivery drivers are instructed to leave items at doorstep, even if no one is home.

## **Potential service interruptions**

Prejean's is not responsible for general delays, mechanical delays, delays due to poor weather conditions, or items lost or misplaced on behalf of UPS, FedEx, and any other delivery affiliate.

## **Returns, changes, and cancellations**

All sales are final and are not subject to refunds, including any packaging or shipping fees. We are unable to accept returns.

FedEx is closed on the following days:

Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, Christmas Day, day after Christmas, New Year's Eve, New Year's Day, day after New Year's, and Easter.

All food items purchased through Prejean's are not for resale purposes and is strictly prohibited.