

## QUAIL CREEK FARM

### SHIPPING POLICY

We do our best to make sure your order arrives in perfect condition, shipping via FedEx. Priority overnight and Saturday delivery may be available for an additional fee, depending on your location. Each parcel will contain an invoice listing customer name, product description, product weight, product cost, date of order, date of delivery and payment type.

All orders must be placed a full week in advance. Shipping rates are charged per address, \$30 minimum, actual charges are based on weight. Deliveries will be made by 3PM of the requested delivery date. No C.O.D.'s will be accepted. No refunds, exchanges or returns will be accepted. If any item becomes unavailable, the customer will be contacted and a substitution will be offered.

Please double check your shipping address before submitting your order. Unless you select "Signature Required for Delivery," FedEx will leave your order at the address you specify — even if no one is there to sign for it. Quail Creek Farm is not responsible for packages stolen or damaged after they are delivered. We suggest shipping to a business location when possible. When a signature is required and no one is present, FedEx will make two more attempts before returning the package to us — but if a shipment is damaged after the first delivery attempt, undeliverable because the address you provide is incorrect, or if the order is returned to us by FedEx, Quail Creek Farm is unable to refund either the purchase price or shipping fees.