

ALASKA SILK



Pie Company

Shipped directly to you or your recipient via FED EX 2nd day air our preferred method of shipping.

- Alaska Silk ships on Mondays, Tuesdays and Wednesdays for delivery Wed. Thurs. and Friday
- No shipping to PO Box, APO, FPO, Foreign, PR, VI, GU addresses.
- Shipping via "**USPS is NOT EVER USED BY US**" because product is ALWAYS LATE or **DAMAGED** so although it is your most economical shipping choice we have chosen NOT to offer this shipping method.
- For more information, please call **1.800.745.5743**...if we do not answer right away please leave us a message and we will get back to you promptly

Please Read Our Shipping Rules and RETURN POLICY....

- If there is something here you do not understand **PLEASE call 1.800.745.5743**

- **FED EX 2 day Shipping.....**

SHIPPING on MONDAY TUESDAY or WEDNESDAY *ONLY*:

- • **Fed Ex 2nd day** is our recommended shipping method and most economical

FedEx 2Day delivery is 2 business days by 4:30 PM. to businesses and 7 PM to residential

- **FedEx Standard Overnight:** Ensures by 3 p.m. to most addresses; (4:30 p.m. to others) the next business day.

Not always available to all destinations

- **FedEx Priority Overnight:** Ensures delivery by 10:30 a.m. the next business day (noon-4:30 p.m. to more remote areas). Not always available to all destinations and much more expensive.

- **THURSDAY SHIP DAY:**

You "**MUST**" use **FedEx Standard Overnight or Priority** for next business day. Not always available to all destinations.

Overnight: Ensures delivery by 3 p.m. to most addresses; (4:30 PM. to others)

- **FedEx "FIRST" Priority Overnight:** Ensures delivery by 8:30 a.m. the next business day (noon-4:30 p.m. to more remote areas). Not always available to all destinations and the most expensive method of shipping.

FRIDAY SHIP DAYS:

FedEx Priority Overnight w/Saturday Delivery: Ensures delivery by noon on Saturday. Not always available to all destinations. Available for FRIDAY SHIP DAYS "ONLY" and VERY EXPENSIVE!

- Please bear in mind that this method of shipping is **VERY EXPENSIVE** because it ***MUST*** go **PRIORITY OVERNIGHT** with an added charge for the **SATURDAY DELIVERY**. This is **Fed Ex's MOST EXPENSIVE** method of shipping.
- **PLEASE ALLOW 2 BUSINESS DAYS FOR OUR OFFICE TO PROCESS YOUR ORDERS DURING THE BUSY HOLIDAY SEASONS!**
- **RETURN POLICY...**
Once you have received your dessert it **MUST** be placed directly into the freezer for a minimum of 12 hours before it is served. If there is a problem with the dessert you **MUST notify us within 24 hours of receiving the dessert.**
- In order for Alaska Silk Pie Co. to file a claim with Fed Ex for the return of the shipping costs we **MUST have a picture** of the condition of the dessert when it arrived along with a picture of the outside and inside of the box. This is VERY IMPORTANT
- Orders shipped to the wrong address or if you should receive someone else's order, you **MUST** call us within 24 hours of receiving the product and it must have been taken care of according to the instructions above.
- You will have 2 choices for a wrong shipment:
 - A. You may choose to keep the items in place of your original order
 - B. If you choose not to keep the shipped items you will need to send the original order back to us the "FIRST" available shipping day free of shipping charges
 - C. We will expedite the correct order to you providing our return policy has been followed to the letter. We will ship your corrected order to you at no charge for the shipping only.