

# Ticket Tasket Basket Shipping Policy

## What if we get an incorrect or incomplete address?

If we ship a gift basket to an incorrect address, then it will be returned to us. Unfortunately, UPS charges us a fee to return the package, which we must in turn charge you. Once a package with an incorrect or incomplete address has left the building there is little we can do. In some instances, we can reroute a package to the proper address for a fee, but this is not always successful. Either way the package will be returned to us and must be sent back out for delivery. UPS does not always call us to tell us that there is a problem delivering the package and we often do not find out there is a problem until the package is returned. In these rare instances, we ask for your patience and promise in return to do everything in our power to make sure your gift basket arrives in perfect condition and as soon as humanly possible.

## Are your delivery times guaranteed?

Once the item(s) are shipped by UPS ground, we are able to track the package delivery. Timing depends on distance from our home office in Lansing, MI to location of recipient. Weekends and Holidays may extend the shipping and delivery time. If our delivery partner misses the delivery, we will refund the shipping on your gift. Please know that if the recipient is not home causing the package to be unable to be delivered, this does **not** qualify as missing the delivery.

Also, there are some circumstances beyond our control, such as severe weather, natural disasters and so forth, that void the delivery guarantee. We have had a great experience working with UPS to make our deliveries efficiently. ***\*Please note, during the months of November & December delivery times cannot be guaranteed due to the increase in carrier volume.***

## What if the gift is going to a hospital?

If a gift is being shipped to a hospital for a patient, it is delivered to a receiving area. From there, the hospital staff brings the package to a patient's room. This process could delay the package from being delivered to a recipient for several hours and, depending on the time of day that it is initially delivered, the package might not get to the recipient until the next day. This process is to ensure the safety and privacy of the patients in the hospital. ***\*Please note, if you select your gift to be delivered on the weekend, its delivery can be delayed by this process.***

## What if the gift is going to a college?

If a gift is being shipped to a college, the package is most often delivered to the Campus Mail Room. This occurs even when an exact address, complete with door number, is on a package. This is a security measure most colleges put in place to ensure the safety of their students. ***\*Please note, if you select your gift to be delivered on the weekend, its delivery can be delayed by this process.***

## What if the gift is going to a business?

If a gift is being shipped to a business, UPS will deliver the package to the designated area where they deliver all other packages to the company. This may be a receiving area, a welcome desk, or an administrative desk.

Many companies do not allow the delivery drivers to enter an office in pursuit of a recipient, so once the package has been signed for, it is the companies' responsibility to make sure the gift reaches the correct person. ***\*Please note, if you select your gift to be delivered on the weekend, its delivery can be delayed by this process.***

### **Summer Shipping**

Please keep in mind some items, such as chocolate, are not as easily shipped during warmer temperatures. You may want to ask for an alternative gift item, as we cannot guarantee items that have been shipped with extreme heat.

### **Substitution Policy**

For a variety of reasons, we will occasionally run out of a specific item. While this does not occur often, we reserve the right to substitute the unavailable item for a different one of equal or greater value.