

SHIPPING & HANDLING CHARGES

Shipping and handling charges are based on the cost of merchandise being shipped per location.

Cost of Merchandise	Standard Ground Shipping	Second-Day Shipping
Up to \$14.99	\$6.00	\$22.00
\$15.00 - \$44.99	\$8.00	\$24.00
\$45.00 - \$64.99	\$10.00	\$28.00
\$65.00 - \$99.99	\$12.00	\$32.00
\$100.00 - \$149.99	\$14.00	\$36.00
\$150.00 and up	9% of order value	24% of order value

GREETING CARDS

Add a personal touch to every pecan gift you send by including one of our beautiful Cane River greeting cards. It's free with every gift.



IMPORTANT ORDERING INFORMATION

How to Order

Visit our website at www.caneriverpecan.com, or call toll-free at 1-800-293-8710 anytime, day or night. Please have your credit card ready. (To order by mail or fax, visit www.caneriverpecan.com/downloads/CaneRiverOrderForm.pdf to download an order form.)

Shipping & Handling Charges

Our shipping and handling charges cover the expenses we incur in processing your order, packing the purchased item(s), transportation and related overhead.

Second-Day & Next-Day Air Shipments

For second-day and next-day air shipments, orders must be placed by noon (CST) to ship that day. Second-day shipping rates are located in the shipping and handling table above. Next-day air rates add \$50 to standard shipping and handling charges.

PO Boxes, APO Boxes & FPO Boxes

We will gladly ship any of our pecan gifts to PO, APO or FPO box destinations. Standard shipping and handling rates apply to these destinations.

Alaska, Hawaii, Puerto Rico & US Territories

There will be an additional \$10 charge to the standard shipping and handling rates for shipments to these locations.

International Shipments

We will ship to any international destination you choose, however you must first call our Customer Service Hotline at 1-888-365-4136, Monday through Friday, 9 a.m. to 5 p.m., to obtain a shipping quote.

Payment Options

For your convenience, we accept MasterCard, Visa, American Express and Discover credit cards. Under approved circumstances, we will also accept company checks. Please call our Customer Service Hotline at 1-888-365-4136 to inquire about payment with company checks.

Product Substitutions

In the rare instance when demand outstrips supply of a particular item, we will replace it with one of equal or greater value at no additional charge.

Gift Lists

Before sending your gift list to us, please be sure it is accurate and up to date. Please delete unwanted names, add new names and addresses, and update any addresses that may have changed since your last gift shipment. We cannot be responsible for gifts that are undeliverable due to inaccurate name and/or address information provided to us.

Gift List Spreadsheet

For your convenience we have an Excel gift list spreadsheet that can be downloaded from our website to help organize large, multi-ship-to lists. You will find the spreadsheet at www.caneriverpecan.com/how_to_order. Use this spreadsheet to enter recipient's names, addresses, products you wish to send and personal gift messages.

Volume Discounts

Volume price discounts are available for orders of 500 gifts or more. Please call our Customer Service Hotline at 1-888-365-4136 to obtain a quote.

Shipping Chocolate during Warm Months

Due to the extreme heat we experience here in Louisiana from April through mid-October, we insist on shipping all Chocolate-Covered pecans and Chocolate Chunk Cookies with additional packaging and overnight shipping methods to ensure a safe delivery, regardless of the shipping destination. An additional \$35.00 to the standard shipping and handling rates will be added to each shipment to cover these expenses. We are always happy to offer alternative selections if this becomes too costly.

Perishable Product Return Policy

Our pecan products are perishable. It is crucial that we have the information we need to deliver a superior experience to you and/or your recipients. Incomplete, incorrect or missing information can result in major delays or spoilage. It is very important that we have current, complete and correct shipping addresses to guarantee delivery. We will not be responsible for replacement or refund of orders with incomplete or invalid addresses or products sent to recipients who are not available to accept the product or who refuse the product. If we accept, or are made aware of, a returned or refused product we will contact you as soon as possible. In order for us to reship your product you will be charged the entire cost of the item, plus the shipping expense to have the product reshipped. In order to guarantee freshness, we will not ship the same returned perishable product a second time—an entirely new product will be shipped in its place. Please be mindful of this important shipping policy; please take the time to double-check all shipping information prior to placing your final order.

Price Changes

Due to the volatility of the pecan market, prices can change without notice.

Nut Allergy Warning

Our gourmet nut products are produced in a facility that processes peanuts and other tree nuts.

100% SATISFACTION. IT'S OUR GUARANTEE.