



WARM WEATHER SHIPPING POLICY

Long Grove Confectionery Co. takes great pride in the production and shipping of high quality chocolate confections to their customers. The shipping department regularly monitors the temperature of the final destination and also takes into considerations the areas through which the shipment must travel to arrive at that destination and the extreme temperature inside the truck. Ice and lining will be used and charged to the customer upon the discretion of our shipping department.

If a customer does not want to ship with ice, that will be noted on the order acknowledgement and invoice and Long Grove Confectionery Co. will not be held responsible for the product once it leaves their dock. Please be advised that shipping chocolate without ice is highly discouraged when temperatures exceed 70°.

In areas where temperatures exceed 90°, the shipping department, at their discretion, will hold orders or ship with additional ice packs in order to protect the product; customer will be notified immediately in such situations.

In addition to regular shipping charges, additional charges are incurred for ice and liner as follows:

- Master Case Liner - \$7.50/ea (NOTE: no charge for liner on orders over \$300)
- Ice Packs - \$1/ea (minimum 3 packs/carton)

Questions?

Call 847-459-3100 ext 289

Email patti_pateros@longgrove.com

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