**Shipping Information**

**Order Status**

After you’ve placed your order, we will email you your order confirmation. Once we are ready to ship your delicious treats, you’ll get another email letting you know they are on their way. If you encounter any issues, feel free to contact us at orders@christtine.com or call us at (914) 293-0177. We’ll get back to you right away and make sure things are running smoothly again.

**Shipping Policy & Pricing**

Every order is hand packed and shipped via UPS Ground from our bakery facility in Buchanan, NY. Orders are processed Monday through Thursday, usually sent out within two business days and will be delivered 1-3 days after being shipped, depending on your location.

**Christtine** offers UPS ground shipping at a flat rate of **$8.90** to the 48 contiguous states (which does not include Hawaii or Alaska).

We do not ship to a PO Box; all deliveries require a physical street address. To ensure a correct delivery, please be certain to include company/person name, suite, and apartment numbers where appropriate. It is best if orders are shipped to an address where someone can receive for the delivery. Unless you specify that a signature is required, the package will be left at the driver's discretion.

**General Holiday Information**

Orders do not ship from **Christtine** on weekends or the following holidays:

**New Year's Day  
Martin Luther King Jr. Day  
Presidents' Day  
Memorial Day  
Independence Day  
Labor Day  
Columbus Day  
Election Day (the November day set by law for general elections)  
Veterans Day  
Thanksgiving Day  
Christmas Day**

**Warm Weather Policy**

The summer months bring sweltering heat, specially from June to end of August. If you want to buy our chocolate products, we could package the products in insulated shippers with cold packs to help protect the chocolate from melting. To cover the cost of these additional supplies, a $8 materials fee is included in the total shipping charge for ALL orders shipping in the summer months. Due to the present situation we will offer this service (insulated shippers with cold packs) at no charge. These materials are guaranteed to protect the product between 24-48 hours, depending on the temperature levels outside of the container. We only offer this option to all states that are in a zone with an estimated transit time of 2 days via standard ground shipping, unless otherwise is requested. We reserve the right to make logical decisions regarding weather conditions, so your order arrives in the best possible condition.

**However, we do offer our Variety of Cookies, Traditional Alfajores & Dulce de Leche during these months!**

**Local Catering**

Our Alfajores & Cookies raise your event to the next level. Be it a party, an office meeting, an event or a low-key get-together, our Alfajores & Cookies will always be a hit. Contact us to inquire about catering options.