

SHIPPING AND RETURNS

PROCESSING & SHIPPING OPTIONS

Shipping charges are based on your order total before product discounts.

When will my order ship?

Most orders placed by 9 am EST M-F ship the same day. In checkout you will see “Delivered No Later Than” dates with Shipping Method options. Select the best option for you.

Charges are per recipient location and include packaging costs. Expedited, 2 Day and Next Day Air options include expedited processing fees which allow us to move your order along as quickly as you want.

UPS Saturday delivery is available to most zip codes.

MAKING CHANGES OR CANCELLATIONS TO YOUR ORDER

We start working on your order as soon as you hit submit. If you need to make changes to your order, please Contact Us right away. The shipment of your order may be delayed with any change requests.

If the shipping address you provided needs to be changed, please Contact Us as soon as possible. We are happy to make any changes necessary. If your order has already shipped, additional fees may apply, and delivery may be delayed. In some cases, we may not be able to make the change.

Since we begin preparing your order as soon as you submit it, we may not be able to cancel an order once it has been packed and prepared for shipment. If we can stop an order before it leaves our facility, a 15% cancellation fee may be charged for personalized orders.

ORDER PRODUCTION TIME

We want you to have your order as soon as possible. Orders placed by 9 am EST M-F Ship Same. We guarantee your order will arrive no later than the date shown on your preferred Shipping Method during checkout.

Requests to change your order or delayed proof approval may impact your delivery date.

Delivery Times

Drivers deliver between 8 am – 8 pm to residential addresses. Deliveries to businesses are made during posted business hours.

Pick Up at a UPS Office Location

UPS offers the convenient option of having your package held for pick up at a UPS Office retail location. These locations are often open late so this can be a great option if you won't be home. Keep in mind that chocolate can be affected by the heat.

Military and PO Box Deliveries

We are happy to ship to APO/FPO military destinations and PO Box addresses. Limited tracking and delivery information is available. Transit times range from 2 to 7 business days within the contiguous U.S. Please allow an additional 1-2 weeks for delivery to overseas military destinations, or U.S. outlying areas of Guam, Puerto Rico and the US Virgin Islands.

Due to the extended transit times with this service our ice-packaging for warm weather is not available. Consider purchasing wrappers only when temperatures do not exceed 75 degrees.

Third Party Billing

If you'd like to bill shipping charges to your personal or business UPS account, simply contact us with the details of what you'd like to order and we'll return a quote quickly.

RETURNS / REFUNDS

Products eligible for returns must be in unused condition and may be returned no later than 10 business days from the day the order was delivered. You may choose your own shipping method to send us your returned product; however, we strongly encourage you to also get tracking information and delivery receipt, as we cannot be held responsible for crediting your account if you cannot verify that the product was returned to our facility. All costs associated with the product return is at the customer's expense and is not refundable. A credit will be issued to your account within 30 days and will reflect the price you paid for the return product, less any shipping costs. All returns are subject to a 15% restocking fee.

Returns should be sent to:

Nana Esther
ATTN: RETURNS
21 Main Street
Ashland, MA 01721

DAMAGED OR MISSING PRODUCTS?

Claims for defective or missing product(s) must be filed with Nana Esther within ten (10) non-holiday business days of the order's delivery date based on the proof of delivery from the transit company. Please contact us to initiate the filing of a claim.

If your items arrive damaged or misprinted, a photo of the package and items is required. This will help our team determine what went wrong, file a claim with the transit company, and begin the process of fixing the issue for you. Keep all products in their original packaging.

INTERNATIONAL SHIPPING

We welcome the opportunity to work with international customers.

With any international shipment, delivery may be delayed pending clearance by customs. Duties and taxes will be collected as determined by local governing agencies