



PIEROGUYS PIEROGIES SHIPPING POLICY

We currently offer shipping to the contiguous 48 States. Please note, at this time we are unable to ship to PO Boxes and APO/FPO addresses.

DELIVERY TIME

Delivery is within 1-5 business days from the date of the shipment. Please provide us with your email and we will notify you when your item has shipped.

TRACKING

Once the order is shipped, we will send you an automated email with a tracking number for your package.

SHIPPING & HANDLING COSTS

We charge \$29.95 for shipping and handling costs on all orders. Minimum order of 3 dozen pierogies.

RESCHEDULE/RE-ROUTE

Any request to intercept your package such as a change of address, return to sender, reschedule of delivery or hold for pickup while the package is in transit are subject to surcharges. Pieroguy's Pierogies is charged a fee of \$10 per tracking number if the package needs to be re-routed. Therefore, we strongly recommend that you check your ship to address before submitting your order, make sure that you will be available when the package arrives and in case you'd like to cancel your order, please make sure you do it before the package is shipped out. Otherwise, if you would need us to place a delivery intercept, we will have to charge you the above mentioned fee per tracking number.

LOST AND DAMAGE CLAIMS

Although, it is unlikely that anything will be lost or damaged as we pack our orders well, here's what to do in the unlikely event.

Never sign for a damaged parcel without a full inspection of the contents. If you detect visible physical damage or missing items, refuse the package. Contact us immediately if damage has been detected.

If you receive damaged merchandise or do not receive it at all, the carrier will need to conduct an investigation. Please notify us immediately about the problem within 3 business days of receipt of the merchandise or 3 days after the scheduled delivery date in case of non-receipt. In case of damage DO NOT discard any shipping materials and manufacturer's packaging. Please re-seal the damaged products using the original packaging materials. You must hold the package for at least 8 business days. If a carrier does not contact you to pick-up the damaged merchandise for damage inspection, then they have opted waive the inspection and the merchandise can be discarded.

If you don't want to wait until the damage or loss investigation is completed and you want us to send a replacement item right away, please contact us. We will ship the item right out to you (assuming it is in stock). We will have to charge your credit card for the replacement and we will refund the money for your original order once the carrier approves the shipping damage or loss and pays us the insurance settlement.