

The Warm Cookie Delivery Policy

DELIVERY TIMES

Cookie **delivery times are approximate**. Generally, cookies will arrive within a half hour before or after the time requested. The safety of our delivery drivers is our top concern when there is traffic and weather hazards. Sometimes, due to unforeseen circumstances, cookies may arrive before or after than the estimated time period. Rest assured, getting you your cookies to you as close to your time as possible is a high priority and we do our very best.

DELIVERY ATTEMPTS

We guarantee orders will be delivered once, to the address provided by the sender, not to a recipient or business. Always list the delivery address. A billing address is not necessary. Incorrect addresses will not be redelivered. We are not responsible for issues such as a business has moved or the recipient is away, etc. Deliveries with an incorrect address will be taken back to The Warm Cookie shop at 3700 S 9th St., Suite A, where they can be picked up by the recipient or sender that day, before close of business. After close of business, the cookies will no longer be viable and will be donated to a local food charity. Refunds will not be provided for cookies that were already baked and had a delivery attempt.

In order to ensure all cookie orders remain warm and fresh, **a maximum of ten minutes will be spent at each delivery address after arrival in an attempt to reach a recipient.**

BUSINESS DELIVERIES

At most businesses, cookies will be left at a front desk, from which they will then be taken to the recipient, depending on the business's policies.

RESIDENTIAL DELIVERIES

If no one answers the door at a residential delivery or if we are unable to access the building, the delivery driver firsts calls and/or texts the recipient to let them know they have a delivery. If the recipient is unreachable, the driver then makes a call and/or text to the sender. If the recipient is unavailable to receive the order, there are two options:

- 1) **If there is a reasonable place for the cookies to be left near the door, they will be left for the recipient to receive later.** Cookie quality and warmth is not guaranteed after being left outside. The Warm Cookie is not responsible for cookie theft.
- 2) **If there is no reasonable place for the cookies to be left, they will be taken back to The Warm Cookie shop** at 3700 S 9th St., Suite A, where they can be picked up by the recipient or sender that day before close of business. After close of business, the cookies will no longer be viable and will be donated to a local food charity.

COLLEGE CAMPUS & RESIDENTIAL DELIVERIES

Deliveries to a dorm, Greek house, or other university housing will be left with the front desk or house member who answers the door. A call or text will be made to both the recipient and sender to inform them when and how the delivery was made. Refunds will not be made for cookies that the recipient was unable/unwilling to receive.

DELIVERY CONFIRMATION

We are a small family business and do not have the technology to provide a digital receipt of delivery, at this time. Please inquire with the recipient if they received the order first. Remember order times are approximate, so we recommend giving at least a half an hour after the requested time. If you still are unsure if the delivery was made, feel free to call us during business hours and we will work to get you a confirmation time.

CONTACTLESS DELIVERIES

We do our best to provide contactless deliveries upon request. We are more than happy to leave cookies in a designated location for the recipient. During pandemics we use PPE to protect our staff and customers.