

# How To Order

## RETURN POLICY/GUARANTEE

WHEN YOU RECEIVE AN ORDER, INSPECT IT IMMEDIATELY. If for some reason you are not satisfied with any product please contact our order department for an authorization. You may return it within **30 DAYS** for an exchange or refund (less shipping) whichever you prefer. Please make sure that it is unused and in the original package and is accompanied by the receipt. **NO RETURNS ACCEPTED AFTER 30 DAYS.**

**FOOD, BULK PACKS, AND PERSONALIZED ITEMS ARE NOT RETURNABLE.**

**\* BULK PACKS ARE NOT RETURNABLE. IF YOU ARE NOT SURE IT IS THE CORRECT PRODUCT, ORDER THE SMALL PACK FIRST.**

## ALL RETURNS SHOULD BE SENT TO:

Sweet Celebrations Inc., 7009 Washington Ave. S., Edina, MN 55439

**PRICES ARE SUBJECT TO CHANGE.**

## TYPOGRAPHICAL ERRORS

Unfortunately there may be a few typographical errors. We apologize for any errors; however, we do not assume any responsibility when this occurs. We do appreciate your understanding.

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## To Order Call:

**1-800-328-6722**

or fax: **1-952-943-1688**

## TWIN CITY METRO AREA CALL:

**952-943-1508**

email: [info@sweetc.com](mailto:info@sweetc.com)

internet: [www.sweetc.com](http://www.sweetc.com)

## HOW TO ORDER

1. Have your name, address, suite number, phone number, and VISA or MasterCard credit card number ready.
2. Please have your customer number ready. Your customer number appears on your receipts.
3. For each item you want, have the item number, description, and quantity.
4. Call us, or fax us, and let us know what you need.

## NEXT DAY AIR, SECOND DAY AIR, THIRD DAY SELECT, & EXPRESS MAIL

In order to ship the same day using the above shipping methods, the order must be completed before 12:00 noon central time.

## WE DO NOT BACKORDER!

We do not backorder. If an item is not available, the item will be cancelled. **ORDERS ARE BILLED ONLY WHEN THEY ARE SHIPPED.**

## SHIPPING INFORMATION

- Most orders are shipped via United Parcel Service.
- We have a MINIMUM \$4.60 shipping plus \$1.00 handling. Orders exceeding one pound can be called to our order desk for shipping quote.
- Third Day Select, Second Day or Next Day UPS service and Express Mail are available for emergencies, but please try to plan ahead. In order to ship the same day using the above shipping methods, the order must be completed before 12:00 noon central time. Shipping is based on actual shipping plus \$1.00. You are required to provide your complete UPS shipping address including suite, apartment, or lot number. In addition you must provide a phone number you can be contacted at. We will not guarantee timely arrival of order for which we are given an incorrect address, for which no one is home to receive the order, or in situations where UPS will not make delivery due to acts of nature or mankind. Our products often fall into the most expensive categories to ship by these methods. We can not give shipping quotes for these rush services.

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