

### **International Orders – Do you ship internationally?**

Our website is set up to ship within the continental USA. International orders can in most cases be accepted with the understanding that the sender agrees to pay any additional costs incurred for postage and required government documentation. Lost or damaged packages cannot be replaced due to the expenses already incurred in shipping. To date, we have successfully shipped internationally for example to Canada, Hawaii, and Germany. Should you wish to ship outside of the U.S. please contact our office Monday through Friday during the hours of 8 a.m. and 5 p.m.

### **Do you charge Sales Tax?**

Oregon is a sales tax free state so no sales tax will be assessed on online or retail orders.

### **How are Shipping Costs calculated?**

Shipping is calculated automatically based on the weight of your order, the zip code to which it is being shipped, and the shipping method selected. *It is prudent to view the charges for a single item and then what the costs would be to add another item. To see what your shipping costs will be please visit the checkout page once you have added an item to the shopping cart and then fill out the "Ship To" information. You can continue to shop after doing this by clicking on the "Continue Shopping" link.* Each time you add subsequent items to the cart your shipping amount adjusts accordingly on the shopping cart page. Please note you can select different shipping methods anytime while you are on the shopping cart page to see what the associated rates are. Shipping and handling charges are dictated by UPS and the US Postal authority and cover the cost of product shipment. Oregon Hill does not profit from the calculated shipping costs.

### **What Shipping Carriers and Shipping Methods are available?**

Available shipping options used are UPS Ground, UPS 3 Day Select, UPS 2 Day Air, UPS Next Day Air, and Priority Mail through the United States Post Office. Please aware that Rush orders will increase the shipping rates. If shipping to a PO Box, APO or FPO Priority Mail must be used, see "Shipping to a PO Box, APO or FPO" below.

### **How quickly will you ship my order?**

Orders are shipped the same business day if received prior to the scheduled UPS pick-up. If shipments have gone for the day, orders will ship the next business day. All shipments are completed Mondays through Fridays (excluding holidays) including Priority Mail shipments. On rare occasion a product may go to backorder in which case you will be contacted by email or by phone at the number/email address provided on the order. (Note: "business day" does not count Saturday nor Sunday. Be sure to take this into consideration when you need your order to arrive by a particular date.)

### **Expected Package Arrivals – How long does it take?**

The usual and customary postal timeframe apply. With the exception of packages shipped via Express delivery, west coast state destinations will arrive within 4-6 business days from the date of shipment, mid west state destinations (as well as Alaska and Hawaii) 5-7 business days, and east coast state destinations 7-10 business days.

### **Shipping to a PO Box, APO or FPO?**

UPS **does not deliver** to these types of addresses. We can ship to any PO Box, APO, or FPO via Priority Mail through the United States Post Office. If using this type of destination address is necessary, please call our office, Monday through Friday during the hours of 8 a.m. and 5 p.m., to place your order.

### **Next Day Air or 2-Day Air - Will the order arrive in 1 or 2 days?**

Once your order is filled and ready for shipping it will be sent out the same business day or the next business day from when it is received. In cases where orders are shipped out one business day later than the date they were received it will effectively add one extra business day to delivery times. Please also note that weekends and holidays **do not count** as business days. If your order is sent out Next Day Air on a Friday it will not arrive until the following Monday (providing the Monday is not a holiday). If any portion of your order is out of stock, it would affect the Next Day Air or 2-Day Air. Every attempt will be made to contact you in order to satisfy your selections.

### **Return Policy**

Typically any gourmet food item is non-returnable with exception to obvious defect or the wrong item being shipped. If your package was delivered via UPS and there is visible damage to the outer box, you should open the box in the presence of the UPS delivery person. If your UPS delivery person is not present, open the package carefully and keep the box and contents as proof of damage. You will need to notify UPS of the package damaged in transit within 24-48 hrs. We will replace any items damaged in shipping provided we are made aware of the damage within 48 hours of your package arrival. Please notify our office of the damage as well or if you received an item that you did not select. We want our customers to be fully satisfied and will assist you in any way we can. Each item receives a quality check before it is packaged and each order is checked for accuracy prior to leaving our facility. Oregon Hill will not replace product that was purchased from a store other than our website. You will need to refer to the actual place of purchase for their return or replacement policy.

### **How do I return a package?**

If you feel you must return an item, please call our office prior to returning the package to make necessary arrangements. Gourmet food items are non-returnable with exception to obvious defect or the wrong item being shipped

**Lost Packages - How can you assist me?**

All orders received are reviewed for accuracy prior to shipping to ensure that packages are properly addressed and labeled with the address as it was provided to us. If for any reason there is a question regarding the address as supplied, you will be contacted for clarification. However, please be aware that we cannot be held responsible for orders for which we are given **incomplete** or **incorrect** addresses. All packages shipped by UPS are assigned a tracking number and are **guaranteed**. Priority Mail orders will be sent with delivery confirmation in most cases but are **non-guaranteed**. Responsibility for packages that are lost, stolen or otherwise missing when shipped by way of Priority Mail will be that of the United States Postal System. We will provide any assistance possible should there be loss.

**Customer Privacy Policy**

Oregon Hill Farms respects your personal privacy and the privacy of anyone you send a gift package to. Addresses and phone numbers used to complete package shipping will not be shared with, rented, nor sold to marketing companies, mailing lists, or directories. Credit card information will not be kept on file unless you as a customer personally request it. We collect only enough information to provide you with quality service. We do not use the customer email address to inform you of our newest products or services. Your privacy is very important to us.

**Special Event Gift Services – Weddings, Parties, Meetings, Seminars, General ‘Thank You’**

We will make every effort to assist you with your specific needs. We welcome the opportunity to provide you with custom order options. Our products are available in 2-oz, 3-oz, and 5-oz. The individual portion size make excellent favors for your guests and can be decorated or personalized to fit your occasion. Food service sizes are also available for catering, or large quantity needs. Please give us a call at 1-503-397-2791 to fulfill your goal.

**Corporate Gift Program or Large Quantity Purchases**

Please contact our office at 1-503-397-2791 to learn about custom options and bulk purchasing discounts. We have large or small gift packs and crate gift packs in our product line. These items will make a dynamic impression on your client or colleague, or, we can create a one-of-a-kind custom gift to suit your specific needs.

**On-line Ordering Security?**

Our on-line ordering system is very safe. We have taken every precaution necessary to ensure your privacy. We use the latest industry-standard to transmit credit card and personal information allowing us to automatically establish a secure connection with your web browser.

**How do I contact you?**

Our office hours are 8 a.m. to 5 p.m. Monday through Friday excluding major holidays. We are a privately held family business which offers flexibility to our schedule, therefore, if you call outside the standard hours or days, we might be in the office to take your call personally. Otherwise, please leave a message and we will respond to you on the next business day. You can also contact our office via email at [sales@oregonhill.com](mailto:sales@oregonhill.com) or [info@oregonhill.com](mailto:info@oregonhill.com).