

# Shipping & Return Policy

## We ship throughout the U.S.

- Once your order is placed, we will integrate a Fedex/UPS shipping label with your order details and provide you with the necessary tracking information so you can view the package whereabouts at your discretion.
- As per Fedex and UPS requirements, please provide an accurate street address and daytime phone number in the event of technical delays or updates. Please note, Glatt Organics LLC. DOES NOT ship to P.O. Boxes or APO addresses. Neither do we claim responsibility for any errors related to customer negligence. Be sure to proofread all order details and address information prior to placing your order.
- Our orders are shipped in accordance to the carrier's driver release strategy and DO NOT REQUIRE SIGNATURE of recipient. Track your order to avoid package negligence. Always be sure to alert gift recipients that a perishable gift is on its way, with instructions to refrigerate promptly upon delivery.

### Shipping Charges:

**Bracket 1:** All orders up to \$225 – \$9.50 for Packaging, Plus Carrier Charges.

**Bracket 2:** All orders \$225 and above qualify for FREE SHIPPING.

### Overnight Shipping Charges:

To be established in accordance to specific carrier.

## Shipping Zones

Vacuum sealed to preserve flavor and lock in freshness, your

poultry is guaranteed to be of the finest quality and taste. Your order will be shipped on dry-ice or gel packs and will arrive within one to four days, in accordance to your shipment zone outlined on the map below.

### **Glatt Organic Shipping Zones and Procedures:**

**Zone 1:** To qualify for same week guaranteed shipment, orders placed within a time frame up until Thursday 12AM enter zone 1.

**Zone 2:** To qualify for same week guaranteed shipment, orders placed within a time frame up until Wednesday 12AM enter zone 2.

**Zone 3:** To qualify for same week guaranteed delivery, orders placed within a time frame up until Tuesday 12AM enter zone 3.

*Please note, all orders placed after zone specific time will enter the next available zone date. For orders placed after the Thursday 12 AM deadline, shipment will be postponed for the following Monday, unless overnight shipping is selected. This precaution is necessary to ensure that no spoilage occurs during prolonged weekend deliveries.*

## **The Glatt Organics Promise**

In the event that our products don't meet the highest standards we pledge to you, contact us for compensation. Only the very best will do when it comes to the quality of our organic meat and poultry.



## **Return Policy**

Your complete satisfaction is our top priority! If you are not 100% satisfied with your purchase for any reason, we will gladly accept returns of packages within 30 days of the sale date and issue a full refund. We will also pay for the return

shipping.

All we ask is that the product is in the same condition you received it and is in the original box and/or packaging. For any other questions or concerns, please contact us at 845-205-9000 or [info@glatt-organics.com](mailto:info@glatt-organics.com) .

All return credits and refunds are processed within approximately 7-10 days upon arrival at our distribution center.

## Contact Us

To place a new phone order or to speak to a Glatt Organics representative today, contact our consumer relations department at 1845-205-9000

Our standard business hours are 9:00 AM to 5:00 PM CT, Monday thru Thursday. Friday.9:00 Am -1:00 PM. Our offices are closed Saturdays in observance of the Sabbath. You may also choose to contact us via email at:  
[Info@glatt-organics.com](mailto:Info@glatt-organics.com)

Contact Via Mail:  
Glatt Organics LLC  
314 Penn St.  
Brooklyn NY 11211

## Packaging

Quality packaging is key to preserving freshness and texture. At Glatt Organics LLC, each quick-frozen item is carefully packaged with dry ice, then surrounded by a premium, reusable polystyrene chest. The dry ice may have dissipated by the time your order arrives, but your product should be frozen or cool to the touch.

# Recycling

We encourage the reusable value of the foam cooler you receive. If you are unable to reuse the foam cooler, please check with your local recycling center about recycling options they offer.