

Free Shipping offer applies only to orders shipped via Ground UPS service to the continental US, excluding Hawaii and Alaska. We do offer shipping services to international locations. Please contact us regarding these extra services by phone or email to make arrangements. International orders must be placed by December 10 to ensure Christmas delivery.

Any order placed after 11:30am EST will be shipped on the next business day.

Last day to order for Christmas arrival is: 12/19/12 Using Next Day Service.

Free Ground Shipping:

All packages ship from our Waterbury, CT shipping facility. Our Free Shipping option will be sent UPS GROUND. Some destinations are 5 business days away, please be sure you understand the implications before choosing this option.

UPS delivers Monday – Friday, there are no deliveries made on Saturdays.

Processing Time:

We strive to ship all orders within 1 business day. We do not ship on legal holidays, Saturdays or Sundays. If your order is placed after 11:30 on Friday, it will ship the following Monday.

Time Sensitive Shipments:

If you have a time sensitive shipment, you must select a premium upgrade.
Our premium upgrades (2nd day, 3 Day Select, Next Day Air Saver, Next Day Air)

- 2nd Day Air - Arrive in 2 days
- 3 Day Select - Arrive in 3 days
- Next Day Air Saver - Arrive by 4:30pm next day
- Next Day Air - Arrive by 12:00pm next day

Incorrect Addresses:

The Olive Oil Factory, LLC cannot assume responsibility for incorrect addresses and for damages to products on shipments left outside with customer's authorization, or for orders placed with incorrect ship to address. Any invalid address will place the order on hold until a customer service representative can make contact with the customer regarding a corrected address. If the address has been corrected after 11:30 AM EST, the order will ship the next business day.

Guarantee:

Please allow 1 full business day for processing & handling. If your order does not arrive on time, we will evaluate each situation on a case by case basis, and strive to resolve the issue to the best of our ability.

Restrictions:

We apologize but at this time we are not able to ship to P.O. boxes, or to APO/FPO addresses. We are unable to guarantee that our products will arrive in a timely manner and in the best condition possible when shipping to these addresses. As we strive to accommodate all customers please inquire about your special shipping requests.

UPS Ground Shipping Map:

Please view shipping map below carefully. Allow 1 full business day for processing & handling.

Example: If order is placed Monday It will ship Tuesday If it is 3 days away, it will arrive on Friday

