

Holiday Delivery Guidelines

For delivery by Friday, December 20th, 2019 we recommend* placing your order by:

- Friday, December 6th | Standard Shipping
- Wednesday, December 11th | Expedited Shipping

** These are recommended guidelines based upon peak holiday season and carrier schedules. Placing an order by the recommended dates does not guarantee delivery before the holidays. To assist with timely processing providing a complete order with art and drop ship/shipping information is suggested. Dates are subject to change. Please allow for additional time for shipments destined outside of major metro areas in Canada.*

Samples

- Sample orders will not be accepted from November 15, 2019 to January 1, 2020.
- Gourmet Expressions samples are sold at EQP + a \$4.00 (V) [USD] / \$4.40 (G) [CDN] packaging/handling charge per carton.
- When ordered by 4:00 EST, Gourmet Expressions samples will ship 2 days later.
- Returns are not accepted on Gourmet Expressions samples.

Minimum Order Quantity

- Gourmet Expressions items cannot be ordered for less than the minimum order quantity.

Blank Orders

- Undecorated Gourmet Expressions items are sold at EQP, at the decorated minimum order quantity.
- There is a \$4.00 (V) [US] / \$4.40 (G) [CDN] packaging/handling charge per carton.
- Gourmet Expressions undecorated items ship within 5 business days.

Packaging/Handling Charges

- Gourmet Expressions items have a \$4.00 (V) [USD] / \$4.40 (G) [CDN] packaging/handling charge per carton if drop shipped individually, or per carton if bulk shipped.

Drop Shipments

- Drop shipment delivery addresses must be provided at the time of order. Please fill out our drop ship [template](#).
- There is no additional drop ship fee for Gourmet Expressions.

Perishability

- For climates and seasons at temperatures of 70 degrees or higher, we recommend adding a Cold Shipping Pack (item # 916) for items containing chocolate.
 - One cold pack per item is suggested. Cold Shipping Packs are available for orders shipping in the US for \$10.00 (V) each.
- We highly recommend 2-3 day transit for items that contain chocolate.
- Food gifts should be stored in an air-controlled, cool, dry environment after delivery.

Ribbons

- Ribbons are available in 5 colors (white, red, navy blue, black or grey).
- The set-up charge to foil stamp on the ribbon is \$60 (V) [US] / \$66 (G) [CDN].
 - Foil is available in gold or silver.

Greeting Cards

- [Greeting cards](#) are available as an add-on to any Gourmet Expressions item.
 - Small Card: \$0.95 (V) [US] / \$1.24 (G) [CDN].
 - The set-up charge to add a logo to the card is \$25 (V) / \$27.50 (G) [CDN].
 - Large Card: \$2.55 (V) [US] / \$3.32 (G) [CDN]
 - The set-up charge to add a logo to the card is \$25 (V) / \$27.50 (G) [CDN].
- Cards can be personalized for a run charge of \$4.95 (V) [US] / \$5.45 (G) [CDN] per card.
 - There is no set-up charge to personalize cards.

Lead Time

- Gourmet Expressions items are not available under [FastTrack®](#).
- For Towers or Gift Boxes (no Gemline item), lead time for up to 500 pcs is 5 days without a proof. If proof is required, allow 2 days for a proof, production time is 3 days after final proof approval.
- Gourmet Expressions Bundled Gifts (food items with a Gemline tote, cooler, etc.) follow [Standard Lead Time](#) based upon quantity and decoration method. For orders up to 500 pcs add 3 days, orders 501-850 pcs add 4 days, orders 851-1200 pcs add 5 days.
- For lead time on higher quantities, contact Customer Service.

Spec Samples

- Gourmet Expressions spec samples are available at EQP, full set-up and run charges apply.

Self-Promotions

- Gourmet Expressions self-promos are available from January 1st – October 31st only, at minimum order quantity on select items. Self-promotion pricing is EQP less 25%, full set-up and run charges apply.

International Shipping

- Gemline will ship Gourmet Expressions items to the US & Canada only (excludes shipping to Puerto Rico, Guam, or any other US territory)

Terms & Conditions

- Gemline reserves the right to substitute items of greater or equal value in any Gourmet Expressions item if necessary, to ensure on-time shipment.
- All orders are considered firm. Cancellations will be accepted only if merchandise has not been decorated.
- There will be a 20% restocking fee for cancellations of Gourmet Expressions orders that have been confected but not yet decorated (samples included).