



ORDER FORM

ATTN: CUSTOMER SERVICE; 255 Sand Island Access Rd, Honolulu, HI 96819

Phone: 808-845-1517 | Toll-Free 1-866-333-5800 | Fax: 808-697-6133

Email: orders@honolulucookie.com | Website: www.honolulucookie.com

BILLING ADDRESS (FOR CREDIT CARD)

Name: _____ Company _____ Phone # _____

Street: _____ Apt/Suite #: _____

City: _____ State: _____ Zip: _____ Country: _____

Email: _____

SHIPPING ADDRESS: *(Note: We are unable to ship to PO Box Addresses)*

Ship to Billing Address Ship to Different Address In-store Pickup (\$0.00)

NOTE: In-Store pickup is only available at our Sand Island location on Fridays, 9am-4pm. Orders placed by Tuesday will be available for pickup on Friday (same week). Orders placed after Tuesday will be available for pickup on Friday of the following week.

Ship to Name: _____ Company _____ Phone # _____

Street: _____ Apt/Suite #: _____

City: _____ State: _____ Zip: _____ Country: _____

ITEM #	PRODUCT NAME	ITEM PRICE	QTY	TOTAL

SUB-TOTAL _____

Hawaii Sales Tax *(if applicable)* _____

Shipping Rate *(see pg.2)* _____

ORDER GRAND TOTAL _____

GIFT MESSAGE: _____

(Up to 250 characters, English only, no symbols or characters. Gift Message will be printed on shipment packing slip)

PAYMENT INFORMATION:

CREDIT CARD:

DO NOT include your credit card information. This is not a secure form.

Once we receive the completed order form we will contact you within 24 hours to confirm the order and collect your credit card information. We will contact you at the phone number or email address provided on the form. Please be advised that processing may be delayed if we are not able to reach you for payment information.

Mahalo (Thank you) for your order!

For additional orders, please attach a separate sheet.

SHIPPING RATES (eff 7.24.2020)

Shipping rates are calculated per shipping address, based on merchandise subtotal. Rates are in US Dollar and subject to change without prior notice.

Merchandise Subtotal	Hawaii	US, PR APO/FPO	Canada	Australia
\$0 - \$25	\$5.00	\$9.00	\$20.00	\$25.00
\$25.01 - \$50	\$9.00	\$14.00	\$35.00	\$48.00
\$50.01 - \$100	\$16.00	\$20.00	\$65.00	\$87.00
\$100.01 - \$150	\$24.00	\$30.00	\$85.00	\$125.00
\$150.01 - \$200	\$28.00	\$36.00	\$100.00	\$155.00
\$200.01 - \$300	\$35.00	\$48.00	\$130.00	\$200.00
\$300.01 - \$400	\$38.00	\$56.00	\$155.00	\$260.00
\$400.01+	10%	15%	40%	65%

SHIPPING INFO

- All orders are processed and shipped from Hawaii, Monday thru Friday. We do not ship on weekends or during major holidays.
- The quality and delivery of your order is a top priority for Honolulu Cookie Company. We make every effort to ensure all products leave our bakery in perfect condition.
- Allow up to 3-5 business days (not including weekends and holidays) for your order to be processed, plus shipping time. For custom products, organza bags and mini chest favor boxes, please allow a minimum 7-10 business days for your order to be processed, plus shipping time.
- Once an order begins processing, it cannot be cancelled or edited.
- We currently do not offer future ship dates (delayed delivery).
- Once an order is ready to ship, a shipping notification email with tracking information will be sent to the email provided.
- Most orders are shipped via UPS Air. See chart below for shipping methods and approximate delivery times.
- Delays may occur during busy holiday seasons.
- Honolulu Cookie Company is not responsible for delivery delays caused by adverse or unpredictable weather conditions.
- We currently ship to all 50 states, Puerto Rico, Canada, Australia, and APO/FPO addresses. **We are currently unable to ship to Japan addresses.**
- We currently do not ship to P.O. Box addresses.
- During warm weather months (between March and October), we recommend ordering non-chocolate dipped cookies. During these months, orders being shipped to the US, Canada and Australia that contain chocolate dipped cookies are only shipped Monday thru Wednesday. Orders with only non-chocolate dipped cookies are shipped Monday thru Friday.
- Please provide current and accurate shipping address information to ensure proper delivery and to avoid delays with your order. A \$25.00 charge may be applied to your credit card for redirected packages when incorrect or incomplete addresses are provided. Guarantees also do not apply when incorrect or incomplete addresses are given.
- A contact phone number is required for all recipients.

SHIPPING METHODS

SHIPPING TO	SHIPPING METHOD	APPROXIMATE DELIVERY TIME* (includes order processing + shipping time)
Hawaii	Oahu: UPS Ground All Other Islands: UPS Air	4-5 business days (not including weekends and holidays)
US (Mainland), Puerto Rico	UPS Air	5-7 business days
Canada, Australia	UPS Worldwide Expedited	6-10 business days
APO/FPO	USPS	10-16 business days

*Please allow an additional 3-4 business days for order processing time for orders containing organza bags and/or mini chest favor boxes.

Note: Approximate Delivery Times does not include any unforeseen delays with UPS, USPS or Customs.

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JAPAN SHIPMENTS

We are currently unable to ship to Japan addresses. However, select products are available to purchase through Yahoo! Japan.

申し訳ございませんが、現時点では日本の住所に発送することはできませんが、再開に向けて取り組んでおりますので、発送可能になり次第、すぐにアップデートをいたします。この度、弊社の商品を日本の皆様にもご利用いただけるように、Yahoo!Japan で購入可能な商品をご用意いたしました。

IN-STORE PICK UP (Hawaii only)

Store pickup is currently only available at our Sand Island location on Oahu on Fridays, 9am-4pm. Orders placed by Tuesday will be available for pickup on Friday (same week). Orders placed after Tuesday will be available for pickup on Friday of the following week. For orders containing organza bags and/or mini chest favor boxes, please allow an additional 2 business days (not including weekends and holidays) for processing.

DUTIES & TAXES

US state and local jurisdictions require Honolulu Cookie Company to collect applicable sales tax based on product and shipping destination. Honolulu Cookie Company is not responsible for duties, taxes or other additional fees related to international shipments, excluding Canada. If you are sending a gift to an international address in Japan or Australia, the recipient will be responsible for all duties and taxes that may apply. For Canada shipments, all duties and taxes are paid in advance to Honolulu Cookie Company. 13% Canadian Harmonized Sales Tax (HST) is charged at the time of purchase. Canadian recipients will not be responsible for paying additional costs to receive their package(s) from UPS.

***Prices and shipping rates are subject to change without notice*