



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 YOUR 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) Pick-up Date: _____

NOTE: In-Store pickup is only available at our Sand Island location on Fridays, 10am-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

COMMENTS: _____

SUB-TOTAL _____
Hawaii Sales Tax *(if applicable)* _____
Shipping Rate *(see pg.2)* _____
ORDER GRAND TOTAL _____

GIFT MESSAGE: _____

(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.



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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	Japan Standard	Japan Cool	Canada	Australia
\$0 - \$25	\$5.00	\$9.00	\$24.00	\$40.00	\$20.00	\$25.00
\$25.01 - \$50	\$9.00	\$14.00	\$33.00	\$49.00	\$35.00	\$48.00
\$50.01 - \$100	\$16.00	\$20.00	\$48.00	\$64.00	\$65.00	\$87.00
\$100.01 - \$150	\$24.00	\$30.00	\$59.00	\$75.00	\$85.00	\$125.00
\$150.01 - \$200	\$28.00	\$36.00	\$64.00	\$80.00	\$100.00	\$155.00
\$200.01 - \$300	\$35.00	\$48.00	\$75.00	\$91.00	\$130.00	\$200.00
\$300.01 - \$400	\$38.00	\$56.00	Call for	Call for quote	\$155.00	\$260.00
\$400.01+	10%	15%	Call for	Call for quote	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.
- Orders normally ship within 3 business days from the time of receipt. For organza bags and mini chest favor boxes, please allow 7 business days to ship from the time of receipt.
- 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 at this time.**
- 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
US (Mainland), Puerto Rico	UPS Air	5 business days
Canada, Australia	UPS Worldwide Expedited	6-10 business days
APO/FPO	USPS	10-16 business days
Japan	Yamato Transport (TA-Q-Bin or Cool TA-Q-Bin option) Max weight limit of 10kg per	10 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 do not include any unforeseen delays with UPS, Yamato or Customs.

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JAPAN SHIPMENTS

NOTE: Unfortunately, we are currently unable to ship to Japan addresses.

申し訳ございませんが、現在、日本へ発送することはできません。

For orders over \$300 shipping to Japan, please call Customer Service for assistance:

1-866-333-5800 (US) or 0120-974-896 (Japan)

Mon-Fri 7:30am-5:30pm HST

Sun 9:30am-5:30pm HST

Due to Japan customs restrictions, we are unable to ship to commercial addresses. Please make sure to provide residential shipping addresses.

There is also a maximum limit of 10kg per shipment.

IN-STORE PICK UP (Hawaii only)

Due to temporary store closures, store pickup is currently only available at our Sand Island location on Oahu on Fridays, 10am-4pm. During the online checkout process, select "Pick up at a Store" and then select our Sand Island location in the Pickup Location dropdown menu. 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 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