



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

☐ Will Call Sand Island Factory Pickup (\$0.00)

☐ In-store Pickup (\$0.00) - select option in box

☐ Hyatt Regency Waikiki

☐ Outrigger Waikiki Beach Resort

☐ Waikiki Beach Marriott

☐ Waikiki Beach Walk

☐ Waikiki Shopping Plaza

NOTE: In-Store pickup is available at the Oahu, HI locations listed above. Customers can also select to pick up their order at our new Will Call location at our Sand Island factory, open Monday through Friday from 9 am – 4 pm. Please allow a minimum of 5 business days for your order to be prepared for pickup (for example, orders placed by Monday will be available for pick up the following Monday). 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. Store addresses and hours:

<https://www.honolulucookie.com/content/store-locations.asp>

Ship to Name: _____ Company _____ Phone # _____

Street: _____ Apt/Suite #: _____

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

ITEM #	PRODUCT NAME	ITEM PRICE	QTY	TOTAL

GIFT MESSAGE:

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

SUB-TOTAL

Sales Tax (if applicable)

Shipping Rate (see pg.2)

ORDER GRAND TOTAL

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

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 Mainland, 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 INFORMATION

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. To ensure proper delivery and to avoid delays with your order, please provide a current and accurate shipping address and a contact phone number. 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.

ORDER PROCESSING TIMES

Please allow up to 3-5 business days for your order to be processed. All orders are processed and shipped from Hawaii, Monday through Friday. We do not ship on weekends or during major holidays. Please note that delays may occur during busy holiday seasons or due to natural events. Honolulu Cookie Company is not responsible for delivery delays caused by adverse or unpredictable weather conditions. Once an order is ready to ship, a shipping notification email with tracking information will be sent to the email provided with the order.

For custom products, organza bags, and mini chest favor boxes, please allow a minimum of 5-7 business days for your order to be processed.

WHERE WE DELIVER

We currently ship to all 50 states, Puerto Rico, Canada, Australia, and APO/FPO addresses. Please note that we currently do not ship to P.O. Box addresses or to Guam.

For customers located in Japan, please order through our Japan website: honolulucookie.co.jp.

NOTE: Only select products are available to purchase. 日本にお住まいのお客様は、日本向けウェブサイト honolulucookie.co.jp よりご注文ください。※厳選された商品のみご購入いただけます。

SHIPPING METHODS & DELIVERY TIMES

Most orders are shipped via UPS Air. Please reference the chart below for shipping methods and approximate delivery times.

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 (not including weekends and holidays) 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. Honolulu Cookie Company is not responsible for delivery delays caused by adverse or unpredictable weather conditions.

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IN-STORE PICKUP (Hawaii only)

Store Pickup is available at the following Honolulu Cookie Company retail store locations in Oahu, Hawaii: Hyatt Regency Waikiki, Outrigger Waikiki Beach Resort, Waikiki Beach Marriott, Waikiki Beach Walk, and Waikiki Shopping Plaza. Customers can also select to pick up their order at our new Will Call location at our factory in Sand Island, open Monday through Friday from 9 am – 4 pm. Please see our [Store Locations](#) page for address details and hours of operation.

During the checkout process select "Pick up at a Store" and select the Hawaii store you would like to pickup your order from in the Pickup Location menu. Please allow a minimum of 5 business days (not including weekends and holidays) for your order to be prepared for pickup (for example, orders placed by Monday will be available for pickup the following Monday, etc.). For orders containing organza bags and/or mini chest favor boxes, please allow an additional 2 business days for processing.

A shipping notification email will be sent to the email address used to place the order, once the order is on its way to your selected store.

All pickup orders are packed in a sealed shipping box. We encourage our customers to check the contents of the packed order with the retail staff before leaving the store.

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 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.*