

Shipping Information

- ✓ We only ship small or medium sized pizzas! We have one size of shipping box. It will hold 7 small or 6 medium pizzas plus the dry ice that is shipped in every box.
- ✓ We use UPS overnight delivery to deliver to the Continental United States. (No Alaska or Hawaii)
- ✓ It is best if we have a 48 hour notice to properly prepare the pizza order.
- ✓ We do not ship on Friday, Saturday or Sunday.
- ✓ The average shipping cost is between \$50 to \$100 plus a \$10.00 box charge and the cost of the pizzas ordered.
- ✓ We recommend that at least three pizzas are ordered to get the maximum benefit of the shipping charge. For example: 1 small pizza may incur the initial shipping charge of **approximately** \$30 while 3 pizzas may cost only about \$45.00. You receive more value to ship more pizzas. Shipping only increases about \$5.00 per pizza.
- ✓ Shipping costs are based on destination, weight and size of the box.
- ✓ Credit cards will be preapproved for an estimated charge the day the order is placed. The final cost of the product is then posted to each credit card on the day of shipment when our UPS representative weighs and picks up the order. The customer's bank will determine when the preapproved amount will be removed from their account similar to that of a hotel reservation. Usually within 24 hours. Customers can call their banking institution if they have any questions about the pre-approved charge.
- ✓ We cannot give a final cost at the time the order is placed because we do not know the final weight at that time.
- ✓ We accept MC/Visa, American Express and Discover.
- ✓ UPS will leave the order at the delivery destination address. No signature is required. Someone should be home to assure the package will receive the proper refrigeration requirements. We are not responsible for packages delivered if no one is home.
- ✓ Order should arrive by 1:00p.m. Signature is not required.

- ✓ If the order is damaged or it is not received on the day it is supposed to arrive, customers can call our restaurant and ask for the tracking number.
- ✓ Aurelio's gift cards can be used toward the order.
- ✓ Cooking instructions will accompany your order.

Occasionally the top and bottom pizzas in the box will be partially thawed but still cold to the touch. They can still be frozen or cooked immediately.

When the pizza arrives, remove them from the shipping box and place them in the freezer until ready for use.

Dry ice is a frozen gas and evaporates when exposed to air. It is common not to see dry ice when your box is opened.

SHIPPING – Review with customer all information before hanging up the telephone. Print neatly, spell correctly, and repeat everything back to the customer before hanging up!