

StewsGifts.com Help Page

Frequently Asked Questions

Listed below are many of the questions we receive on a regular basis.
Please scan the list below for an answer to your question.

If you do not find an answer to your question,
send us an email to giftcenter@stewleonards.com or
call us at 1-800-SAY-STEWE

Shipping Related Questions

Q) When will my order ship?

A) In most cases, we will pack and ship your gift within 24 hours of receipt of your order, **exclusive of weekends and holidays**. However, there may be instances due to weather or other factors beyond our control where your order may take longer than 24 hours to ship. Please allow additional processing time for any orders that are sent to us via email or fax.

Q) When will my recipient receive the gift?

A) Depending on what you are shipping and where the items are being shipped, the arrival date of your gift basket will vary. Please refer to the United Parcel Service (UPS) zone map for your specific circumstances. The UPS zone map can be found on the first page of Checkout (Checkout – Shipping Information) by clicking on the “View Delivery Schedule” link. Please note that when you place an order with Stew Leonard’s Gift Baskets, we will provide to you an expected arrival date based on your purchase. Transit times do not include Saturday, Sunday or the day the order ships.

Q) Can I pick an item up at the store?

A) We do not offer in store pick-ups. Please call 1-800-729-7839 for details.

Q) Can I have a basket arrive today?

A) Local courier delivery for areas of Fairfield County, CT is available if the order is placed before 9:00am. Please call 1-800-729-7839 for details.

Q) Do you ship internationally?

A) No, we currently ship only within the U.S, including Alaska and Hawaii.

Q) How are your items shipped?

A) All orders are shipped through United Parcel Service (UPS) and/or Federal Express (FedEx).

Q) What are your shipping options?

A) We offer a full range of shipping options including Standard Ground Delivery, Three-Day Air, Two-Day Air and Overnight delivery.

Q) I just placed an order online. How do I know the order was received?

A) For every order we receive, we issue a confirmation number to the customer. Once you get a confirmation number, you can be assured we have received and are processing your order. If you have not received a confirmation, you can call us to determine if your order was processed or not. Please note: gift messages do not print on the order confirmation page.

Q) Do you ship to P.O. boxes?

A) No, unfortunately, given the size, value and contents of our gift baskets, we must ship to physical street addresses only.

Q) Do you ship to APOs (Army Post Offices) or FPOs (Fleet Post Offices)?

A) Yes, we ship to Army Post Offices and Fleet Post Offices. However, given the nature of how these APOs and FPOs operate, your gift may take several weeks to reach its final destination. Please select an item that does not contain fruit.

Q) Can I ship to a Hospital?

A) Given the ever-changing nature of hospital patients, we strongly discourage hospital deliveries. Please see Delivery Notes.

Q) Can you tell UPS to leave the package if I am not home?

A) UPS is responsible for the package and will use their discretion. In some cases a signature is required for delivery. In this case a delivery attempt meets our delivery guarantee.

Q) Do you call before you deliver?

A) Our gift baskets are delivered by UPS and FedEx; UPS and FedEx drivers will not make telephone calls before delivering.

Q) Why do you need apartment/suite numbers?

A) Gifts are delivered via UPS not US Post Office. If UPS does not have a complete street address, UPS may send a postcard to the recipient in order to obtain the missing information, which will delay the delivery and may result in an additional fee.

Q) Why did I not receive email notification that my order shipped?

A) If you have a registered email address with us we will send out an email notification when your order ships. If you have scheduled your order to arrive at some future date, you will receive an email notification of shipment at that time.

Q) Do you include a gift card?

A) Your gift message will appear on the shipping label below the recipients name and address. Remember to sign your message so that the recipient will know from whom the gift came since the return address on the box will be Stew Leonard's.

Product Related Questions

Q) Can I customize a basket?

A) From the months of January to October we will be happy to work with you on customizing a basket to your wishes. However, given the volume and demand in the holiday season, we are unable to accommodate custom requests in November and December.

Q) Do you give discounts if I buy in large quantity?

A) Please call 1-800-976-6886 to speak with a Gift Specialist about our Volume Discounts.

Q) What if I am not satisfied with something I receive?

A) We have a rule here at Stew Leonard's: The customer is always right. So if you are not completely satisfied with your order, we will work with you to make it right.

Q) Can you send free samples?

A) If you are planning on placing a large order and require samples prior to purchase, we will be happy to assist. Please call 1-800-976-6886 for more details.

Q) How can I purchase a Stew Leonard's Gift Card?

A) Stew Leonard's gift cards, which come in \$25, \$50, \$75, and \$100 increments, can be purchased on our website, over the phone, or at one of our food store locations. These gift cards can be used at our gift center or at any of our four food stores located in Connecticut and New York.

Q) Can you wrap the gift and/or add a bow or balloon?

A) The only items that include bows are our tower gifts.

Q) Can you ship your coffee?

A) From January to October, we can ship our coffee in bulk. Please call 1-800-729-7839 to place an order.

Q) Can I ship items from the store?

A) At this time, we are only able to ship items from our gift catalog and items listed on our website.

Q) Do you ship wine?

A) No, we do not ship wine. However, www.StewsWines.com will ship wine to certain states.

Ordering & Payment Related Questions

Q) I don't feel comfortable providing my credit card number on line, how do I place an order?

A) Our website is very secure. All personally identifiable information including your credit card information is processed over a secure connection on secure servers. We use the industry standard for secure ecommerce transactions - Secure Socket Layers (SSL) - to encrypt the information before transmission. Our website also passes and intensive daily security scan by McAfee Secure, a leader in the industry. However, if you prefer, you can call 1-800-SAY-STEWE (1-800-729-7839) to place your order with one of our gift specialists.

Q) Can my gift card be used to purchase items at the wine store?

A) No, you must purchase a gift certificate at the wine store to purchase items from the wine shop.

Q) What is your fax #?

A) You can place gift basket orders via fax to 203-750-6191. Please include gift item number, recipient's name and address, company name (if applicable), gift message, and method of payment. However, it is best to order online or via the telephone to ensure the items ordered are in stock.

Q) What is your website address?

A) You can use either of two website addresses to visit our gift basket website: www.StewsGifts.com and www.StewLeonardsGifts.com

Q) Can I place an order now to ship at a later date?

A) Yes, during certain times of the year, you may order now and schedule delivery for a later date on the website. If the option is not available you may call 1-800-729-7839 to schedule a future shipping date.

Q) Can I be billed?

A) You may be billed only after you have submitted a credit application and are approved by our credit department. Call 1-800-729-7839 and ask for a credit application.

Q) Can I use a debit gift card to pay for my purchase?

A) No, we can not accept debit gift cards as a form of payment. Your credit card or debit card must be successfully charged to meet our delivery guarantee.

Q) What is the benefit of registering online?

A) Faster shopping with ease.
Your personal address book saved.
Exclusive online offers.
Ability to view your history of orders.
Confirmation of shipment with tracking numbers on all your orders.

Q) Can I cancel an order?

A) If your order is shipping at a later date, we will be happy to cancel it. Please call 1-800-729-7839 immediately or email giftcenter@stewleonards.com. If your order has already shipped we will not be able to cancel it.

Q) How can I change an order?

A) We can not change an order if it has shipped or is in transit. If it has not shipped or is shipping at a later date please call us immediately at 1-800-729-7839, or email us at giftcenter@stewleonards.com.

Q) How can I change the ship to address?

A) We can only change the address on future orders. Please call us at 1-800-729-7839 or email us at giftcenter@stewleonards.com.

Q) Do you offer Kosher Gifts?

A) Yes, Stew's Brownie Buckets, Black & White Cookies, Cinnamon Walnut Coffee Cake & Rugalach gifts are Certified Kosher. Show kosher symbol. _____

Q) What is the shelf life of brownies?

A) We recommend enjoying within 2 weeks or you may freeze up to 4 months.

Q) Will multiple items ship in the same box?

A) No, each item is individually shipped & carefully packaged to protect the gift.

Q) How can I request a donation?

A) Please see www.stewleonards.com Community Gifting.

Delivery Guarantee

Every Stews Gift is shipped separately.

Please check your address information carefully. We can not extend our guaranteed to orders if we are given incorrect or incomplete addresses, failed delivery attempts or severe weather conditions.

If address information is incorrect or incomplete UPS will make every attempt to correct the address and deliver your gift that results in a \$12.00 interception fee, which we must charge you. If the package can not be delivered it will be returned to us and we are charged a return fee of \$15.00. Perishable items returned to us may not be reshipped and must be discarded.

We guarantee delivery to the address provided by you on your order (excluding Hospitals, Hotels, Company Deliveries, Please see below)

Hospitals

We do not recommend sending to a patient in the hospital. We are not responsible if the patient is no longer in the hospital when the basket arrives or the hospital fails to deliver it to the patient's room. We recommend you send it to the person's home and have a relative hand deliver it to the patient. Please check the Hospital policy on accepting packages for patients or employees.

Hotels

We ask you call the hotel to confirm the recipient will be staying in the hotel when the gift arrives and they will deliver it to the guest's room. We are not responsible if the guest is no longer staying at the hotel or the hotel staff fails to deliver the gift. Please check the Hotel policy on accepting packages for guests or employees.

Company Addresses must include the Company name, suite and floor number.

Colleges require physical street addresses.

When delivering to any of these addresses, we only guarantee delivery to the mailroom or receiving department at that location. It then becomes the responsibility of that department to deliver the gift to the recipient. We are not responsible for any delays as a result of this.

We can not deliver to airports.

Perishable and Food items can not be returned. They will be replaced if they arrive damaged.

We will offer a store credit if a gift is returned to replace the gift.

Warm weather shipping

In an effort to guarantee your gift arrive in perfect condition we reserve the right to substitute items.

Warm weather may cause shipping delays preventing us from shipping items over weekends and are not eligible for shipping refunds.