

# 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](mailto:giftcenter@stewleonards.com) or  
call us at 1-800-SAY-STEWE

### Shipping Related Questions

#### **Q) When will my order ship?**

- A) Your product(s) will ship out the same day your order is received if the order is placed before 1:00pm Eastern Time. If your order is received after 1:00pm Eastern Time, the product will ship out the next business day. No orders will ship out on Saturday or Sunday. For orders which contain fruit, we will not ship to travel more than three days.

#### **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 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.

#### **Q) Where do items ship from?**

- A) Our gift baskets are assembled in and shipped out of Connecticut.

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

- A) From January through Thanksgiving Day, gift basket orders can be picked up on Fridays only at our Norwalk store.

#### **Q) When will items be available to pick up at the stores?**

- A) The Norwalk Gift Shop will open Thanksgiving Day and will remain open every day after. The Gift Shops at Danbury, Newington and Yonkers have not set dates yet.

**Q) Can I have a basket arrive today?**

A) Local courier delivery for areas of Fairfield County, CT and New York City, NY are available if the order is placed before 9:00am. Please call 1-800-Say-Stew for details.

**Q) Do you ship internationally?**

A) We currently ship only within the U.S, including Alaska and Hawaii.

**Q) How are your items shipped?**

A) All orders are shipped through UPS (United Parcel Service)

**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 place 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.

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

A) Unfortunately, given the size, value and contents of our gift baskets, we must ship to a 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.

**Q) Do you deliver on Saturday's?**

A) Unfortunately we only deliver on business days. Given the nature of what we ship (e.g., fresh fruit), we do not want to ship perishable items that may remain unclaimed over the weekend.

**Q) Can I ship to a Hospital?**

A) Given the ever changing nature of hospital patients, we strongly discourage hospital deliveries.

**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

**Q) Do you call before you deliver?**

A) Our gift baskets are delivered by UPS and unfortunately, UPS 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 will send a postcard to obtain the missing information which will delay the delivery.

**Q) Why didn't I receive email notification that my order shipped?**

A) We 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 receive something I am not satisfied with?**

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 online gift center or at any of our four food stores located in Connecticut and New York.

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

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

**Q) Can you ship your coffee?**

A) From January to October, we can ship our coffee in bulk. Also, available year-round, we offer our Stew's Choice Coffee (1-1/2 lb bag) and a box of biscotti for sale through our gift center.

**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. However, please note that many of our most popular items in store (e.g., pistachios and kettle cooked potato chips) are also available online.

**Q) Do you ship wine?**

A) No, we do not ship wine.

## 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.

However, if you prefer, you can call 1-800-SAY-STEWE (1-800-729-7839) to place your order with one of our gift planners.

**Q) Can my gift certificate be used to purchase items at the stores?**

A) Yes, you may use gift certificates to purchase store items in our four food stores.

**Q) Can my gift certificate 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.

**Q) What is your website address?**

A) You can use either of two website addresses to visit our gift basket website: [www.StewsGifts.com](http://www.StewsGifts.com) and [www.StewLeonardGifts.com](http://www.StewLeonardGifts.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.

**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.