

## **RETURN POLICY**

We do everything we can to provide you a high-quality product and a positive shopping experience.

We can't accept food products returns or exchanges due to public food safety reasons, even if the product has never been opened. However, if your order arrives at your door damaged or open, please let us know within 48 hours so we can follow up with our carrier.

Please take a photo of the damaged product, the original packaging, and the box the order was shipped in, and email it to [33hila@gmail.com](mailto:33hila@gmail.com). As soon as we get these materials, we will start handling your order for shipping or offer you a compensation for lost or damaged items.

If from any other reason you are not satisfied with your order, please reach out to us at [33hila@gmail.com](mailto:33hila@gmail.com) within 7 days of receiving your order so we can understand the issue better and resolve any issues in a way that is satisfactory.

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## **PRIVATE POLICY**

We value your privacy. Email addresses, notes, and other content shared by visitors to this website will not be sold, shared, or rented at any moment to any third party. We are committed to protecting and securely managing all the personal information that you choose to share with us. All submitted content will become property of Sweet Tahini LLC and may be used for internal marketing and research purposes such as: Order history, status, tracking, inform you of new products, services, analyzing trends and statistics. Those who submit and opt into our email distribution list may unsubscribe at any time.

If you have questions regarding our policy, don't hesitate to reach out to us [33hila@gmail.com](mailto:33hila@gmail.com).

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## **SHIPPING INFORMATION**

Online orders can be placed 24 hours a day, 7 days a week. We process and ship packages within 2-4 business days Monday through Thursday, except for major holidays. After shipping, your package should arrive to you within 1-7 days. Transit times vary based on your location, inclement weather, and other factors beyond our control.

You will receive an email confirmation right after your order has been placed, however we currently do not send an email once order shipped. Please reach out to us at [33hila@gmail.com](mailto:33hila@gmail.com) if you wish to track your package, or with any other transit issue.

We currently offer \$5 flat rate to all states except from Hawaii and Alaska. As a small business we cannot afford to subsidize shipping cost to these 2 states. If you wish to place an order for an address in one of these states that we currently don't service, please reach out to us at [33hila@gmail.com](mailto:33hila@gmail.com) and we will provide you shipping rates.

Enjoy free shipping on orders above \$50 to all states except Hawaii and Alaska.

We cannot deliver to P.O. Boxes or A.P.O. and F.P.O. addresses. We'll gladly deliver to rural routes with complete addresses and telephone numbers.

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