

BASKET-MANIA POLICIES

Shipping and Delivery

Manhattan deliveries are made from 10:00AM to 6:00 PM.

A delivery time is not guaranteed.

During holiday season and for special events please place your order early to make sure your order is received in time.

Local Hand Delivery Information

We require a telephone number for all recipients.

Orders that are going to commercial locations must include suite number and floor number. Some buildings do not permit messengers from going upstairs without permissions.

Many hotels and office buildings have Message Centers, Package Rooms or Security Desks.

We will obtain a valid signature for all deliveries.

Please note, Basket-Mania is not responsible for any unclaimed items.

We ship nationwide. Please call us and we will inform you of the delivery cost. It varies because of the destination, dimensions and weight of the package.

Custom Orders

A 5% deposit is required to start an order, if order is RUSH, full payment is necessary.

All larger orders are subject to a cancellation fee after the order is processed.

Shipping Information and Policy

Ground Shipping generally takes 2 to 6 days depending on location.

This does not include weekends and ship date.

Please make sure all of your information is correct when you place your order. If any package is sent to the wrong address due to incorrect customer information submitted, we will re-bill to reship or redeliver the order.

Delivery to Hospitals

When you place an order for delivery to a patient in the hospital, please make sure you include as much information as possible.

Some hospitals will not accept delivery to such units as Intensive Care Units.

Proper Delivery Address

Please make sure that you provide the correct delivery address, and home number, information such as Apt/ Lot # is required. Any delay caused by an incorrect , missing delivery address will result in extra fees and/or cancellation of your order!

Double check your delivery address before you order.

We are so sorry that we do not ship to international location or to P.O. boxes.

Return Policy

An unopened may be returned (minus a 20\$ restocking fee). However, any products that have been opened or tampered with cannot be refunded due to the nature of food items.

Delivery, Shipping and Handling Fees are also nonrefundable.

Return shipping fees are the responsibility of the recipient/ buyer.

All merchandise has to be returned in the original carton and in the same condition (Good condition) as when delivered. We cannot issue a credit unless we receive the returned merchandise.

Damaged Product Policy

WE are extremely careful when we package our baskets and boxes.

Therefore, any damaged shipments or problems with any gift must be reported to us immediately so a claim can be filed with the carrier that delivered your gift.

Make sure you keep all of the packaging because it will be requested by the carrier in order to obtain a replacement.

We will make every effort to replace any damaged merchandise.

We want satisfied customers!!!!