

Ice Cream **FACTORY**

REORDER FAQ

ICE CREAM FACTORY HAS BEEN MAKING EFFORTS TO SHORTEN THE TIME BETWEEN ICE CREAM DELIVERIES! WE NOW OFFER UPS SHIPPING FROM OUR DOOR TO YOUR DOOR.

TO ENSURE A SMOOTH ORDERING PROCESS, PLEASE REVIEW THE FOLLOWING GUIDELINES:

SELECTING FLAVORS:

- **FOLLOW THIS LINK:**

[HTTPS://BUYICECREAMFACTORY.COM/PRODUCTS/CUSTOM-4-CASE-SHIPING](https://buyicecreamfactory.com/products/custom-4-case-shipping)

OR SCAN THIS QR CODE:



- **CHOOSE FOUR FLAVORS OF YOUR PREFERENCE. THESE SELECTIONS CAN BE EITHER IDENTICAL OR DIFFERENT.**
- **IF YOU WANT SPOONS, PLEASE SELECT THREE FLAVORS AND ADD A BOX OF SPOONS TO YOUR ORDER. REMEMBER TO DESIGNATE AN ALTERNATIVE FLAVOR AS ONE YOU DID NOT SELECT IN THE INITIAL FOUR CHOICES.**
- **SHOULD YOU WISH TO ORDER MORE THAN FOUR FLAVORS, KINDLY DO SO IN INCREMENTS OF FOUR.**

PAYMENT, SHIPPING, & DELIVERY



PAYMENT AND SHIPPING:

- **ADD YOUR CHOSEN ITEMS TO THE CART AND PROCEED TO CHECKOUT, WHERE YOU CAN CONVENIENTLY PAY WITH YOUR CREDIT CARD. PLEASE NOTE THAT ORDERS MUST BE PAID FOR BEFORE SHIPMENT.**
- **WE OFFER COMPLIMENTARY SHIPPING WITH NO ADDITIONAL CREDIT CARD FEES. YOUR ORDER WILL BE PROMPTLY SHIPPED TO YOU.**
- **OUR SHIPPING DAYS ARE MONDAYS THROUGH WEDNESDAYS, UTILIZING A 2-DAY GROUND SERVICE TO ENSURE YOUR PRODUCT IS THERE WEDNESDAY TO FRIDAY. ORDERS PLACED ON THURSDAYS OR FRIDAYS WILL BE SHIPPED THE FOLLOWING WEEK.**

DELIVERY CARE:

- **UPON RECEIPT OF YOUR TRACKING NUMBER, PLEASE MONITOR YOUR SHIPMENT CLOSELY. IT IS CRUCIAL TO PROMPTLY REFRIGERATE YOUR ICE CREAM UPON DELIVERY AND AVOID LETTING IT SIT OUT.**

