

January 2021

Dear Valued Pastosa E-commerce Customers,

Since the beginning of the pandemic, FedEx is experiencing extremely high shipping volumes. Though we used to be able to offer Ground/Home Delivery as a shipping option in years past, the estimated transit time for this method is now 3-5 days. This length of transit time would result in the spoilage of all perishable products making it impossible for us to make this option available to our customers at this time.

Currently, we are only able to offer expedited delivery service options. FedEx has a choice of Standard/Priority Overnight or 2 Day Air based on your location. In the more remote areas of certain states the only available options are Standard/Priority Overnight. Similarly, in the areas closest to our E-commerce facility, overnight is the only method available at this time.

Please also note, FedEx has suspended their Money-Back Guarantee. In the event of a delay, FedEx is no longer reimbursing for shipping and product costs.

Additional steps you can take to ensure a successful delivery are:

1. When possible, ship your order to a residential address as opposed to a business address.
2. Guarantee the recipient is aware of, and present for, receipt of the order. Unfortunately, there has been an increase in stolen packages and “porch pirates”.
3. Please double check the ship to address for accuracy prior to checkout. If an order has to be rerouted as the result of an incorrect address, FedEx charges an additional fee.

We want to assure you we are working closely with FedEx to offer the most economical shipping rates possible. We truly appreciate your continued patience, business and loyalty.

Sincerely,

Jacqueline Fury
President Pastosa E-Commerce