

CUSTOMER SERVICE POLICY

Your satisfaction is our top priority. If you have a problem with a transaction, contact us at chokonewengland@roadrunner.com and we will work with you to resolve the issue. We will make every effort to respond to all inquiries within 2 business days.

SALES TAX: There is no sales tax for U.S. or International customers.

SHIPPING & DELIVERY in the Continental U.S.A.

Free USPS priority mail shipping on orders over \$150.01 within the U.S., except for Alaska, Hawaii, Guam or the US Territories where orders will be shipped USPS parcel post. There is a \$10.00 USPS shipping charge automatically assessed by the PayPal checkout process for orders under \$150.00 or an \$11.00 USPS Parcel Post shipping charge for orders from Alaska, Hawaii, Guam or the US Territories.

SHIPPING & DELIVERY within Canada

USPS is our preferred shipper to Canada. There is a \$23.00 shipping charge automatically assessed by the PayPal checkout process on orders under \$150.00. For orders over \$150.01, our Canadian customers will automatically be assessed \$10.00 during PayPal checkout.

RETURN GOODS POLICY

Choko New England can only provide an exchange or refund for items that are damaged on receipt; for items that are shipped in error; or for received items that are the wrong size or color from what was on the customer invoice. Choko New England must be contacted about the problem within 3 days of receipt. **Merchandise must be in new, unused condition and in its original packaging to receive a full refund.** Exchanges that occur in excess of 10 days from the time the customer receives the item until it is returned to Choko New England will result in the customer being charged a 20% restocking fee.

The customer is responsible for the return shipping and handling. Ship your package via FedEx ground, UPS Ground or insured Priority Mail to Choko New England, P.O. Box 446, Franconia, NH 03580. We cannot accept COD's. We appreciate your business.