Monaco Foodservice

Shipping and Fulfillment Policy

Thank you for visiting and shopping at [www.ugoliniUSA.com](http://www.ugoliniUSA.com). ​

Following are the terms and conditions that constitute our Shipping Policy.

**Domestic Shipping Policy** Shipment processing time All orders are processed within 1 to 3 business days. Orders are not shipped or delivered on weekends or holidays. If we are experiencing a high volume of orders, shipments may be delayed by a few days. Please allow additional days in transit for delivery. If there will be a significant delay in shipment of your order, we will contact you via email or telephone.

**Shipping rates & delivery estimates** Shipping charges for your order will be calculated and displayed at checkout.

**Shipment method Estimated delivery time** Shipment cost UPS Standard 3-5 business days is based on weight and dimensions of the package. You can obtain a shipping cost estimate by contacting us at the e-mail address below. Our standard shipping method is UPS Ground. If you require an alternate carrier or a faster shipping method, an extra charge will apply. Our delivery policy applies to the 48 contiguous states. Any shipments to Alaska, Hawaii, or Puerto Rico will need to be calculated at time of order.

Delivery delays can occasionally occur. This can be at the discretion and control of the freight company. Shipment to P.O. boxes or APO/FPO addresses are not available and signature upon delivery maybe required.

**Shipment confirmation & Order tracking** You will receive a Shipment Confirmation email once your order has shipped containing your tracking number(s). The tracking number will be active within 48 hours.

**Customs, Duties and Taxes** Monaco Foodservice is not responsible for any customs and taxes applied to your order. All fees imposed during or after shipping are the responsibility of the customer (tariffs, taxes, etc.).

**Damages** Monaco Foodservice is not liable for any products damaged or lost during shipping. If you received your order damaged, please contact the shipment carrier to file a claim. Please save all packaging materials and damaged goods before filing a claim.

**International Shipping Policy** We currently do not ship outside the U.S.

**Contact Us**

If you have any questions on how to return your item to us, contact us.

Monaco Foodservice

support@ugoliniUSA.com