

Ordering

How do I place an order?

You may place an order on our website at www.savoyfoods.com. For assistance with placing an online order, or to order over the phone, please call (918) 728-6440. Additionally, products are available for in-store purchase at Savoy Restaurant located at 6033 S. Sheridan Rd., Tulsa, Oklahoma.

What security is in place to safeguard my order and payment information?

You can shop at www.savoyfoods.com with confidence. We have partnered with Authorize.net, a leading payment gateway since 1996, to offer safe and secure credit card processing for our customers. For additional details regarding the privacy of your sensitive personal information, please read the [Authorize.net Privacy Policy](#).

What additional charges will be added to my order?

A shipping fee is added to all orders based on the package's destination. See shipping rates in the Delivery section below. Applicable sales tax is also added to orders placed by customers residing in Oklahoma.

What forms of payment do you accept?

We accept Visa, MasterCard, American Express and Discover.

What information is needed to place an order?

To successfully process your order, we need your first and last name, as it appears on your credit card, the complete credit card number and expiration date and a complete billing address, including street address, city, state, zip code and apartment or suite number, if applicable. It is important that you also provide us with your phone number and email address so we may contact you as necessary with pertinent details regarding your order. If you are shipping the products to someone else, we also need the recipient's first and last name, a complete and accurate address for the recipient, as described above, and a daytime phone number at which he or she may be reached. You will be asked for all of this information during the online check-out process. Please make sure to provide us with accurate information so we may successfully process your order and ensure it arrives at its shipping destination. Additional charges may apply to packages returned to us.

Can I send to a P.O. Box?

No. Due to the nature of our products, we require that they be shipped to a recipient at a physical street address.

Can I send a package to a college dorm, fraternity or sorority, retirement home or other multi-unit building?

Yes. Packages shipped to multi-unit buildings must often be left at the front office if the recipient is not home. Packages left at the front office are the responsibility of the recipient. We strongly recommend you inform the recipient of the package being delivered so he or she will be aware they are receiving a perishable package.

How do I track my order?

After placing an order, a confirmation will be sent to you at the email address provided during check-out with your billing information. Upon shipment, you will receive an email with tracking information that will enable you to track the progress of your package.

What if I don't receive a confirmation email after placing my order?

Please allow 24 hours for a confirmation email to be sent to you. After 24 hours have passed, if you have still not received a confirmation, check your spam mailbox. Your email account will often automatically remove emails from your inbox when the sender's address is unfamiliar. These emails are placed in your spam mailbox. If you do not see an order confirmation in your spam mailbox, please contact us at sales@savoyfoods.com.

What should I do if I have questions about my order?

If you have questions, please contact us at sales@savoyfoods.com.

Delivery**Where can I send packages?**

Shipment is available to all 50 states.

What are shipping rates?

Shipping rates vary based on delivery address location. When placing an order, you will be provided with a list of available shipping options and corresponding rates from which to choose your desired shipping method.

How long will it take from the time I order the product until it arrives at its destination?

Packages are shipped on Mondays, except on holidays or when a holiday will delay delivery. These guidelines are subject to product availability and do not represent guarantees. During peak times, such as the holidays, product availability may be limited.

What time will the package be delivered?

FedEx delivers packages between the hours of 9:00am and 7:00pm. The exact time of delivery depends on where the delivery address is located on the courier's route.

Will FedEx or Savoy Foods call before delivering the package?

No. It is your responsibility to let the recipient know a package is coming. We strongly advise this because the products are of a perishable nature and need to be placed in the freezer as soon as possible upon receipt of the package.

What if the recipient is not home when the package is delivered?

When sending to a residential address it is standard practice to leave the package at the door if no one is home. Packages shipped to multi-unit buildings must often be left at the front office if the recipient is not home. Packages left at the front office are the responsibility of the recipient. We strongly recommend you inform the recipient of the package being delivered so he or she will be aware they are receiving a perishable package.

How are the products sent?

All products are freshly prepared, frozen, vacuum packaged and carefully packed in insulated shipping containers utilizing enough dry ice to ensure the products arrive to you in optimum condition.

In what condition will the products arrive?

Upon receipt, dry ice may remain in the package. If dry ice remains, please handle with care and adhere to all warnings on the dry ice bag. If no dry ice remains, products should be cold, but may not be frozen solid. This is normal and does not affect product quality.

What should I do with the products after the package arrives?

Products should be immediately placed in the freezer. If you prefer to prepare your products right away, follow the preparation guidelines enclosed in each product package.

Preparation**How long do the products keep?**

Due to the natural, preservative-free nature of our products, we recommend they be consumed within 45 days to maintain optimum freshness.

How do I prepare the products?

Follow preparation guidelines on the product label or on the instruction card contained within the product package.