



## **CUSTOMER SERVICE**

Your satisfaction is our top priority. If you have a problem with a transaction, contact us at [nhgyd90@hotmail.com](mailto:nhgyd90@hotmail.com) and we will work with you to resolve the issue. We will make every effort to respond to all customer service 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. The USPS shipping charge is automatically assessed during the PayPal checkout process for orders under \$150.00.

### **SHIPPING & DELIVERY within Canada**

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

## **RETURN POLICY**

If you are not completely satisfied with an item, Choko New England will provide an exchange or refund for products returned within 30 days. Merchandise must be in new, unused condition and in its original packaging to receive a full refund. Merchandise not returned in original condition may be subject to a restocking fee up to 20%.

The customer is responsible for the return shipping and handling charges, as well as any shipping charges incurred by Choko New England. Ship your package via FedEx ground, UPS Ground or insured Priority Mail to P.O. Box 587, Franconia, NH 03580. We cannot accept COD's. You are responsible for the proper repackaging of returned merchandise. Damage that occurs during the return shipping process is the customer's responsibility.