**SHIPPING POLICY**

**Due to Covid-19, orders are shipping between 2-3 business days after they are placed, sometimes sooner.**

**Our warehouse is working as quickly and safely as possible to process your orders.**

**If you placed your order directly with Amazon please contact Amazon regarding your order**

**If you placed your order directly with another online retailer / wholesaler please contact that company regarding your order**

Once shipped, please allow extra transit time, as carriers are also experiencing delays.

Delivery estimates for shipping/transit times cannot be guaranteed, and BMSH Foods will not assume liability for any carrier-delayed shipments.

We thank you for your patience, support, and understanding during this time.

We offer**FREE Standard Shipping**on all rubs, sauces,wood/pellets + Accessories on orders of **$50 or More**!

\*valid within the lower (48) contiguous U.S.

Have a question about our shipping policies? We have the answer!

We have several policies for various products - Read below for the down low

**GENERAL SHIPPING INFO**

**Warehouse hours + location:**

- Our warehouse is open Mon-Fri, 7:00 am to 4:30 pm EST, and is located in Lancaster, PA.

- If you place your order over the weekend, or after business hours, it will be processed for shipment on the following business day during normal business hours.

**Rubs, sauces,wood/pellets + accessories orders:**

If you place your order *before***1:00 PM EST  (Mon-Fri)**, we can ship your order the same day. This can vary pending busy holidays, inclement weather, carrier delays, and inventory count days.

All rubs, sauces, wood/pellets and most accessories will ship direct from our warehouse in Lancaster, PA

We offer **free standard shipping** on all rubs, sauces, wood/pellets and most accessories orders totaling **$50** or more with a shipping address within the continental (lower 48) U.S. Low flat rate shipping for smaller orders, and discounted expedited shipping options are also offered on rubs, sauces, wood/pellets and most accessories orders.

We will offer free shipping with no order minimum order required throughout the year - these offers are valid for general retail customers the continental (lower 48) U.S. - sign up for our email list, or follow us on our social media so you do not miss out!!

Orders ship via UPS, USPS, FedEx, or any other method that the BMSH Foods warehouse selects to benefit you the customer.

**Smoker Orders:**

Smokers ordered directly with us are drop shipped directly from our warehouse in Lancaster, PA with varying lead times. You can find the lead time on the product options page, or listed on your order confirmation email.

Manufacturing times can vary due to inclement weather, production delays, availability, or the summer/holiday seasons. We always try our best to ship your order ASAP - very rarely is an order delayed past the estimated lead time.

If you have a hitch in your giddy up and need your smoker by a certain date, **email us at** [**orders@brocmarbbq.com**](mailto:orders@brocmarbbq.com)– and someone on our team will get back to you ASAP.

Smokers order directly with us are drop shipped directly from our warehouse in Lancaster, PA using a truck with a LIFT GATE DELIVERY option: This includes liftgate service to remove your smoker from the freight truck. Ideal for residential deliveries that do not have loading docks or forklifts. We recommend this type of delivery for 99% of our customers. Lift Gate Delivery does NOT include: unpacking the smoker, transit on the pallet jack over dirt, rocks, grass, up driveways of any kind. If the freight carrier cannot get up your driveway, they will deliver to the safest spot nearest to your house on the street. You will be responsible for moving your smoker shipment up your driveway. Maybe we can do this in house with a Penske or Ryder Rental lets discuss.

If you selected STANDARD SHIPPING: This is ideal for commercial addresses with a loading dock or forklift available. Standard shipping means that the truck will arrive to your delivery address and you will be responsible for moving it off of the truck to your desired location. Please keep in mind, freight trucks can be 4+ feet off the ground, and smoker shipments can be over a total weight of  300 lbs. If you choose to offload the truck yourself and damage your smoker in the process, BMSH Foods will not be held liable for any damages.

Smoker orders will ship via any freight company of BMSH Foods choosing. This includes, but is not limited to: UPS Freight, Fed Ex Freight, Estes, Old Dominion, etc.

***DAMAGE CLAIMS***

**Damage Claims -  rubs, sauces, wood/pellets and most accessories orders:**

Once your order leaves our warehouse, BMSH Foods is not responsible for any carrier damages. Typically, it is the responsibility of the customer to file a damage claim with the carrier (UPS, USPS, FedEx, etc) to recover the cost of the product. BMSH Foods will go above and beyond to accommodate customers who receive damaged product.

Damage claims can only be made within 7 days of your order being delivered

DO NOT sign for your order if the packaging or product is visibly damaged. Refuse delivery and send us an email: at [orders@brocmarbbq.com](mailto:orders@brocmarbbq.com)  Please include your first/last name and order # so we can better assist you.

Did one of your bottles break in transit? Email us a photo: [orders@brocmarbbq.com](mailto:orders@brocmarbbq.com)  - you must include your first/last name, order #, and the broken item name + qty to be considered for a replacement shipment. If our team determines that you are not eligible for a replacement, we will refund you for the price of the product.

Replacement shipments will be shipped out via standard/ground shipping.

**Damage Claims - Smoker Orders:**

Damage claims can only be made within 7 days of your order being delivered.

**DO NOT SIGN** for the smoker if the packaging or product is visibly damaged and/or that you have not yet confirmed that your smoker is not damaged. If you suspect there is damage, take photos of **ALL SIDES** + paperwork, write **DAMAGE** on the paperwork, **REFUSE** the delivery, and contact us ASAP at [orders@brocmarbbq.com](mailto:orders@brocmarbbq.com)  You can make the delivery driver wait for a signature until you have fully inspected your smoker to confirm that it is damage free!

You should also call the freight carrier directly with your PRO # to report the damage.

You**MUST** inspect your shipment before signing for delivery. If you sign for your smoker "clean" and there is damage after you unpack it, BMSH Food cannot be held liable for any damages and cannot assist you with reimbursement or a damage claim.

BMHS Foods will need detailed photos of all original packaging and damage before considering replacements and reimbursement. Carriers will not accept any damage claim unless there are photos and the damage is notated on all paperwork at the time of attempted delivery **WITHOUT** a signature.

If you did not follow the steps listed above, BMSH Foods cannot assist you or be held liable for the damaged product.

***MISSING ITEMS + MISSING ORDERS***

Once your order leaves our warehouse, tracking information will be emailed to the email address you used at checkout. Please track your order closely to make sure you are available when it arrives. Once your order has been marked as delivered by the carrier, BMSH Foods cannot be held liable for stolen or missing packages. You must contact the carrier directly to file a claim.

If you are missing an item in your order, send an email with your name, order #, and a photo of your packing list (found inside the box) to: [orders@brocmarbbq.com](mailto:orders@brocmarsmokehouse.com)

Missing item claims can only be made**within 7 days**of your order being delivered.

Once our customer service team can confirm that the item was missing from your package, we will issue a replacement or refund. Replacements will be shipped standard ground delivery. Refunds will be issued to original form of payment and will be processed within 5 business days.

- If our customer service team cannot confirm that your shipment was missing an item, then no replacements or refunds will be issued. Example: the delivered weight on the carrier's proof of delivery matches the weight of the items on the order AND the weight of the package when it left our warehouse.

***INTERNATIONAL, HI, AK, ORDERS***

If you are interested in placing an order for any of our products outside the continental (lower 48) US please email [orders@brocmarbbq.com](mailto:orders@brocmarbbq.com) with the list of items you would like to order, and your delivery address. One of our team members will quote a shipment for you, as additional shipping charges will be applied.

***QUESTIONS? EMAIL*** [info@bmshfoods.com](mailto:info@bmshfoods.com)