

Shipping Policy

Kitchen of Dana ships in reusable, insulated pouches with dry ice. If dry ice remains when you receive your product, do not touch with bare hands. Remove with hand protection because the dry ice will burn your skin. Our process ensures your product arrives frozen. When the product is delivered, immediately place in the freezer to ensure integrity of the product.

We guarantee that the product you receive from Kitchen of Dana will be of the highest quality. If you feel the Kitchen of Dana products you purchased are unsatisfactory, we will refund or replace upon your request. You must contact Kitchen of Dana via email or fax with the details of your problem within twenty-four hours of delivery of the order. Kitchen of Dana is not responsible for any deliveries delayed due to acts of God.

If inclement weather is predicted in your area, Kitchen of Dana will delay shipment.

Shipping Schedule

Orders are shipped Monday, Tuesday, and Wednesday excluding holidays. If your order is placed by midnight, the order will ship the following scheduled ship day. NOTE: Orders placed Wednesday 12:01 a.m. through Sunday by midnight will ship on Monday. Kitchen of Dana understands situations arise and special actions are needed. Contact us if needed and we will attempt to help if possible. Kitchen of Dana does everything possible to ship according to the above schedule.

When your order is shipped, you will receive an email confirmation containing the tracking number for your order. Please ensure someone is available to receive the shipment and immediately place in the freezer. If you are shipping as a gift, please ensure the recipient is available to receive their package. Kitchen of Dana does not assume responsibility for a product received and not opened.

Shipping Services

Currently, we ship only in the continental United States. No PO boxes, APO, or FPO addresses.

Shipping Costs

We have negotiated with FedEx to provide the lowest shipping cost available to us. Kitchen of Dana does not place a markup on these shipping cost. We pass the savings along to our customers. Shipping costs are based only on 1 and 2 day shipping due to the frozen small batch product you have ordered. The integrity of the product depends on the product arriving in the frozen state.

Customer Service

Our office is open Monday through Friday 9 a.m. to 3 p.m. but we are on location due to production and will accept calls if possible. We are closed on holidays. We are a small, growing business and check email on a regular basis to provide the best customer service available. Call 706.348.1535 or email order@kitchenofdana.com for order issues and info@kitchenofdana.com for all other inquires.

Kitchen of Dana shipping policies are subject to periodic revisions without notice of changes.