

SMOOTHE FOODS

Customer Service

- Perishable shipment needs to be frozen upon receipt.
- Package is left on doorstep with no signature required
- Suggest someone should be available the day of delivery to unpack and place food in freezer
- We will email the person ordering so we may copy them on the tracking of the package.
- FedEx requires the customer phone #
- Some thawing can be expected

Shipping Information

Orders are shipped twice a week.

- Place orders before 3pm CST Friday to be shipped on Monday.

Or

- Place orders before 11am CST Wednesday to be shipped on Wednesday.
- Any orders placed after Wednesday will be shipped on that next Monday.
- Shipping will occur after 3:00 pm EST to ensure food is in storage as long as possible.
- Orders ship via FEDEX Priority Overnight Monday - Thursday - Never on Fridays
- Customer to be sent details on all stages of tracking.
- Smoothe Foods meals are packed in a sealed cooler with ice packs

Thawed Food

- Some thawing may occur.
- Foods may be safely refrozen if they still contain ice crystals. Put the packages in the coldest part of the freezer, mark them and use them within two or three months.
- If a food is completely thawed, but still cold, and refrigerator temperature (34 – 40 degrees F), move to the refrigerator and use it within two days.