

## **DELIVERY POLICIES**

- When the payment of the merchandise is identified and validated by Tacotote, the order is sent, on the date selected when making the purchase.
- Tacotote subcontracts specialized courier companies to carry out home delivery (FedEx).
- The system shows the shipping cost at the time of purchase, prior to the payment of the order. Shipments are made through FedEx, with a delivery guarantee of up to 48 hours.
  
- **Important Shipping Information:**  
Packages are shipped our Monday-Thrusday.
- We cannot ship perishable items out on Friday due to transit and delivery times.
- We do not ship to P.O Boxes.
- Depending on climate conditions meats & sides arrive frozen, partially frozen or thawed. Refrigerate as soon as possible after delivery.
- If meat or sides are still frozen, they will take 1-2 days to thaw in the fridge.
- Any assistance needed please reach out to our team at [support@tacotote.com](mailto:support@tacotote.com) to resolve the issue within 3 days of delivery.

## **GENERALS**

The order is sent to the address that the customer registered during the order. Once the purchase is made, no modifications can be made. If you have any questions please send us an email to: [support@tacotote.com](mailto:support@tacotote.com)

If the customer its not home to sign the package, a doortag will be left at the door and the driver may reattempt delivery. With your delivery attempt notice you can request a new delivery by using our [FedEx Delivery tool](#).

All orders are properly packed and sealed to preserve the products.

## **CRITICAL REVIEW POINTS**

- Temperature
- Appearance
- Damage packaging
- If the meat arrives defrosted, can I refreeze it?
  - Yes, you can, although it is not ideal, since it may lose its quality. By releasing liquids, the fibers in the meat break.
- Tacotote reserves the right to assess any case that has not been exposed here.

---

**TACOTOTE**  
**IMPORTANT**

Upon receiving the receipt of your order, it is recommended to review the content. Please report any incident, with photographic evidence, to the email [support@tacotote.com](mailto:support@tacotote.com)

By making your purchase at Tacotote, the customer accepts the terms and conditions of these policies. Since Tacotote can modify the terms and conditions at any time, we recommend that you review them periodically.

**My order arrived incomplete, what do I have to do?**

If your order arrived incomplete, please send an email to [support@tacotote.com](mailto:support@tacotote.com) in which you include the following information:

- A photograph or video of the order you received
- Your name
- Order ID
- Explanation of the situation: what was it that you lacked?

This record is important for our internal control. A customer service agent will contact you via email or phone call to resolve the situation.

**My order is damaged or in poor condition, what do I do?**

If your order arrived damaged or in poor condition, please send an email to [support@tacotote.com](mailto:support@tacotote.com) in which you include the following information:

- A photograph or video as you received the order
- Your name
- Order ID
- Explanation of the situation: what arrived damaged or in bad condition?

This record is important for our internal control. A customer service agent will contact you via email or phone call to resolve the situation.

**My order did not arrive, how do I report it?**

If your order did not arrive, please send an email to [support@tacotote.com](mailto:support@tacotote.com) in which you include the following information:

- Your name
- Order ID

A customer service agent will contact you via email or phone call to resolve the situation.