THE NUT HOUSE
and country market

OUR POLICIES

Here at The Nut House & Country Market your order is important to us.
Please read the following information regarding our shipping and return policies below.

SHIPPING

We appreciate your order and make every effort to ship your order within 48 hours of receipt, or on the date specified at time of order. During the busy holiday season, shipments may require extra time due to inventory and baking schedules. If you are purchasing greater than 25 tins, please reference our corporate orders page to ensure availability of items and on time delivery.

We are not responsible for inaccurate or incomplete addresses entered by internet customers or provided by telephone customers. Re-shipments will be at the customer's expense unless it is our clerical error. In some cases, this will require a new purchase of both the candy and shipping to ensure that the recipient receives the highest quality candy.

If products are damaged during shipment, please contact us within 7 days of receipt. Be sure to photograph the shipping box and damaged contents.

RETURNS

We would like to make sure that you are 100% satisfied with the pecans and pecan candy that you purchase from The Nut House & Country Market. If for some reason you are not happy with your purchase from our online or Ridge Spring location, please contact us at 803-685-5335 within 14 days of receiving your order. If products are damaged during shipment, please contact us within 7 days of receipt. Be sure to photograph the shipping box and damaged contents.

In most cases, a refund or exchange cannot be processed without a return of the original purchase. After we receive your order, an exchange, credit or refund will be issued to you as appropriate. Customer is responsible for shipping costs for return.

We accept cash, most major credit cards, and personal checks. Checks returned for insufficient funds will incur a $25 fee.

Questions regarding our shipping and return policies can be directed to Nicole Yon at nicole@yonfamilyfarms.com