

SHIPPING POLICY

At LiveKAYA LLC we want to ensure that our customers get the freshest product in the best possible condition. Our first priority is ensuring your product arrives in perfect condition. Our packaging is specifically designed to protect our premium chocolates.

During the hot season (May 1st through October 14th): All orders are packed in insulated packages and outfitted with. Orders must be placed by 12pm (PST) for same day shipping. Orders placed and received AFTER 12PM PST will ship the next available ship day. Transit cutoff for delivery is set for Friday, to ensure product does not stand idle over weekend. Orders placed after 12 pm on Wednesday, will ship on the following Monday. We are only able to ship within the United States; APO or FPO addresses are currently unavailable.

To limit transit time, orders are NEVER shipped over the weekend, so your chocolates won't sit in an environment with an uncontrolled temperature. We guarantee the integrity of the chocolate for 72 hours from ship date. LiveKAYA LLC is NOT responsible for packages stolen or damaged after they are delivered to the address specified by the customer. When possible, we suggest shipping to a business location. LiveKaya LLC will not refund purchases if the product is damaged or melted after the first delivery attempt, or if it is returned due to an invalid address.

PLEASE DOUBLE CHECK THE SHIPPING ADDRESSES BEFORE SUBMITTING YOUR ORDER. LiveKAYA LLC shall not be responsible for orders delayed or returned due to incorrect or undeliverable addresses provided by the customer.

Your LiveKAYA chocolates will arrive either UPS or FEDEX depending on zone.