



Celebration of Craft 2021 Tasting Experience – Shipping FAQ

- **What day will my tasting box arrive?**
 - The Summit Tasting Experience package will be delivered on **between Thursday, Feb. 18 and Monday, Feb. 22nd**
 - It will include 10 beers, two specialty glasses and the guided tasting notes.
- **How can I track my package?**
 - You will receive an email from GLS-US shipping with a tracking number and details on the delivery of the beer. This email will be sent to you by the evening of Wednesday, Feb. 17. Once you get this email from GLS-US you will be able to track the package and can also reschedule the delivery date/time.

If you do not receive the tracking email on Wednesday, Feb. 17 please contact info@cacraftbeersummit.com.

- **Do I have to be home to receive the package?**
 - Yes, an adult (21+ over) signature is required.
- **What are the hours of the delivery window?**
 - GLS-US delivers from the hours of 8am- 7pm.
- **Will I be contacted by the driver before the package is delivered?**
 - No, but they have been given all shipping information you provided in your order, so if you put any special instructions or gate code in the order form, they will use it.
- **How can I reschedule my delivery time?**
 - You can reschedule the delivery time BEFORE a missed attempt by following the instructions below and in the email you received from GLS-US. **PLEASE NOTE: It will add a day in transit though.**
 - If you have missed a delivery attempt, received a door tag, or need to reschedule a delivery, your best resource is the GLS-US [Customer Service](#):
 - Call 800-322-5555, option 2
 - Email customerservice@glus-us.com
 - Visit www.gls-us.com, and navigate to Support > Contact Customer Service > Chat with an Expert.
 - Fill out the form:
 - First Name
 - Last Name
 - Email
 - Company



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- Select the appropriate Category:
 - Track my package
 - Hold my package for pickup
 - Add delivery instructions or gate code
- Once you connect with a representative, provide the tracking number and instructions for the package.

- **How can I change my shipping address after I've placed my order?**
 - **BEFORE Feb 5:** If you have an update to your shipping address please email info@cacraftbeersummit.com
 - **AFTER Feb. 5:** The shipping address on file will be used for your package so in order to reroute the package to an alternate address you must contact CCBA because a reroute by the shipping company must be authorized by the sender. Please email info@cacraftbeersummit.com. **PLEASE NOTE: This will result in a one-day delay in delivery.**