

## Summit Tasting Experience- Summer Session – Shipping FAQ

- **What day will my tasting box arrive?**
  - The Summit Tasting Experience package will be delivered between the following dates 6/3-6/5, 6/7-6/8 and you will be notified by Wed. May 26 the date your package is scheduled for delivery.
  - **Delivery dates:**
    - **Thursday, June 3**
    - **Friday, June 4**
    - **Saturday, June 5**
    - **Monday, June 7**
    - **Tuesday, June 8**
  - It will include 10 beers, one specialty glass and the guided tasting notes.
- **How can I track my package?**
  - You will receive an email by May 26 from Hillebrand Last Mile with a tracking link and planned delivery date.
  - This email will be sent to you by May 26. Once you get this email from Hillebrand Last Mile you will be able to track the package and can also reschedule the delivery date by noon the day before.
  - You can also sign up for text notifications for your delivery status once you get this email and tracking number.
  - If you do not receive the tracking email by May 26 please contact [info@ccraftbeersummit.com](mailto:info@ccraftbeersummit.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?**
  - Hillebrand delivers between 7am- 6pm in temperature controlled vehicles.
- **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 date?**
  - You can reschedule the delivery time by NOON the day before by emailing [hillebrand@sidekickdelivery.com](mailto:hillebrand@sidekickdelivery.com) with your order number and requested delivery date.
  - If you have missed a delivery attempt email [hillebrand@sidekickdelivery.com](mailto:hillebrand@sidekickdelivery.com) with your order number and requested delivery date.
- **How can I change my shipping address after I've placed my order?**
  - If you have an update to your shipping address please email by **May 28** [info@ccraftbeersummit.com](mailto:info@ccraftbeersummit.com)
  - If you need an address change **AFTER May 28**- 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@ccraftbeersummit.com](mailto:info@ccraftbeersummit.com). **PLEASE NOTE: This will result in a delay in delivery.**