

How INDULGE: Personal Chocolate Experience works

INDULGE was created to provide our most loyal customers with access to pre-released chocolates and exclusive events. We wanted you to be able to experience the art of gourmet chocolate through this unique chocolate tasting subscription. Your chocolates will be available for pickup at our Culinary Center or they can be delivered straight to your doorstep.

- **Products:**
 - With your subscription, you will have access to limited release, exclusive chocolates. Each shipment will include:
 - One 9-piece truffle box
 - One chocolate bark
 - One specialty item
 - Tasting tickets, quarterly
 - We regret that we are unable to honor requests for substitutions of chocolates.

- **Benefits:**
 - INDULGE subscribers receive a number of benefits, including:
 - Received monthly shipments of exclusively handcrafted chocolates made in our Culinary Center.
 - Exclusive invites and priority access to select events throughout the year, such as subscriber-only events, release parties, and reserved tastings.
 - Access to pre-released, exclusive products hand-selected and custom-crafted by Owner & Chocolatier Nicole Patel.
 - Insight into the world of Delysia, with each box including our monthly 'NOtes from the Chocolatier' with pairing recommendations, recipes, and much more.
 - Complimentary tickets to our weekend SAVOR: Chocolate Tasting Experience, where you will be able to visit our Culinary Center to broaden your culinary palate and experience new chocolate flavors, gifted quarterly.
 - Special pricing for on-site private events held at our Culinary Center (after one year of subscribing).

- **Shipping & Order pick-up:**
 - INDULGE boxes will ship monthly via FedEx with the exception of the summer (June, July, and August).
 - Your package can be picked up at our Culinary Center or shipped to your address.
 - If you select "pick up," you will receive an email notification when your box is ready. If you do not pick up your confections from the Delysia Culinary Center by the last day of the pick-up time frame (14 days), your box will be automatically shipped and shipping fees charged to your credit card.
 - Due to the perishable nature of our products, we do not ship subscription boxes internationally. We also do not offer subscription box shipping to Alaska, Hawaii, APO, FPO, or PO box addresses.
 - Your chocolates are usually shipped out within 10 days of billing. Shipments may be delayed if weather conditions could have a negative impact on the condition of the confections.

- If you are not present to receive your box, the address you provide is incorrect, or if your shipment is returned for any other reason, you will be responsible for any shipping, return and re-shipping costs.
- **Cost:**
 - Subscriptions are now available for pre-sale with the first shipment beginning January of 2020.
 - The INDULGE: Personal Chocolate Experience is offered for an introductory price of \$59.99, billed month-to-month with no annual fees.
 - Any shipping charges will be in addition to the cost of your box.
 - Subscribers who join prior to December 1, 2019 will receive a commemorative gift with sign-up.
- **Billing:**
 - Your subscription is continuous with a credit card on file.
 - Your card will be charged 10 days before shipments are sent unless your card on file has changed. If for whatever reason, we are unable to charge your card, you will need to provide us with your updated payment information prior to the shipment of your chocolate.
- **Cancellation Policy:**
 - We ask that you apply for an initial commit of three-months, six-months, or nine-months so that you are able to fully enjoy all of the benefits that INDULGE offers (such as complimentary tickets to our weekend tastings and access to pre-released, exclusive products). After this initial commitment, you are free to cancel your subscription at any time.
- **Enrolling:**
 - Customers may enroll in any of the following ways:
 - Delysia website: Enrollments in INDULGE through the Delysia website will be charged the 1st month for the subscription box + shipping at the time the order is placed. All future months will follow the billing schedule outlined above in Billing.
 - In store: Customers may join INDULGE by completing the subscription sign up brochure in-store. Within 10 days of sign-up, the customer's credit card will be charged for the 1st month's subscription box + shipping. All future months will follow the billing schedule outlined above in Billing.
- **Refunds:**
 - Subscriptions may not be returned or be refunded. If you require assistance, please email us at sales@delysia.com or contact us by phone at 512.413.4701. We will be happy to answer any questions that you may have regarding your subscription.