

Terms and Conditions

Cut-off time for all orders is 4 PM EST, Monday thru Friday. Orders received after 4 pm on Friday, will be processed on Monday. If you would like to receive your order next day, please make sure to place your order by 4 PM EST. All PERISHABLE orders are shipped by FedEx and are shipped in double insulated Styrofoam boxes, refrigerated using frozen gel-packs.

Products are shipped Monday-Friday, for delivery Tuesday-Saturday. There is an extra charge for Saturday delivery through FedEx.

FedEx does not pickup or deliver on HOLIDAYS.

SUCH AS: Thanksgiving Day, Christmas Day, New Year's Day, 4th of July, and Labor Day.

For other holiday inquiries please call FedEx at 1-800-GOFEDEX.

Please check with FedEx to be sure you are eligible to receive next day service in your area. Services are not available in all areas. The NO SIGNATURE REQUIRED option is on small shipments unless desired by the customer. We recommend someone is present at the delivery destination to accept and refrigerate the order once received. If not, the package will be left at the front door .

*** Extreme weather conditions may affect delivery date and times. Take precautions for weather conditions around your area and hub when you place your order as well as the desired shipping date of your order. Neither WWW.CRABS.COM nor FedEx assumes responsibility for shipping delays caused by local or national weather conditions.

If there is a lost, damaged, or undelivered order, a claim with FedEx will be placed. Billy's Stone Crab will try and help anyway possible by complying with FEDEX to help resolve any problems.

For any further questions, not covered by this terms and Conditions, please contact Billy's Stone Crab Shipping Department .