

ORDERS & REFUNDS

ORDER LIMITS

You are allowed to place one commissary order weekly up to \$80 (plus order fee). If jail staff has set limits on specific items, you will not be allowed to exceed those limits.

EXEMPT FROM SPENDING LIMIT

Crocs do not count against your weekly spending limit.

SUSPENDED

If your commissary privileges are suspended, you will only be able to order an indigent pack if you qualify to receive the pack. If you do not qualify for indigent supplies, you will not be able to place a commissary order and will need to request hygiene items from jail staff.

DIABETIC CUSTOMERS

If you are on the list of diabetic customers provided by jail staff, certain food items will be restricted during the order process.

ORDER DAYS

During normal weeks, ordering will be on from 12:00am Tuesday throughlights out Wednesday.. Advance notice will be given for order day changes during holiday weeks.

DELIVERY DAY

Orders will be delivered Friday. Advance notice will be given for delivery day changes during holiday weeks.

ORDER TIPS

If you want to start your order but think you might want to change it or add additional items before the order period ends, you can put what you want in your cart and log out without submitting the order. When you log back in and choose "new order" the items you put in your cart will still be there. You can make changes or add items until you choose to submit the order and confirm that you want it submitted. If you have items in your cart but do not log back in before the order period ends and choose to submit and verify the submission, the order will not be moved to the area where Commissary can print and pack your order. It's best if the order you place is correct the first time. For example, if you expect another deposit before ordering turns off, wait for that deposit rather than ordering and asking for changes once the next deposit processes. Also, it would be helpful to make a handwritten list of the items you want so that you do not forget items when you are able to use the kiosk.

ORDER CHANGES

Commissary does not make changes to existing orders so it is best to get the order correct before you submit it.

CANCELLING AN ORDER

If you need your order cancelled for any reason, submit a request to "Cancel Commissary Order" no later than 6:00pm Wednesday. Use only "Cancel Order" as the subject line and do not include any notes in the comments area. Commissary will check the "Cancel Commissary Order" account for such requests each Wednesday at 6:00pm, cancel requested orders by 7:00pm and then reply to each request with only "Order Cancelled" so it is very important that you not combine a "Cancel Order" request with any other request. You will then need to place a new order by lights out Wednesday if you want to receive an order Friday. Anyone who submits more than one "Cancel Order" request between the time ordering turns on Tuesday and the 6:00pm cancellation deadline Wednesday will forfeit their privilege to have their order cancelled that weekend. Multiple requests concerning the same issue create additional work and slow everything down.

ISSUES PLACING AN ORDER

If you experience problems when ordering Tuesday or Wednesday, you MUST submit a "Request" to "Commissary – Melissa" before 6:00 p.m. Wednesday. The earlier we know about any issue you might be having, the sooner we can assist you.

ALL SALES ARE FINAL WHEN TICKET IS SIGNED

Once you receive your order, sign your ticket and walk away, all sales are final. Focus on your order when it is being delivered so you are certain you received what you ordered. If you order shoes or clothing, be certain you receive the correct size during delivery. Exchanges, replacements or refunds can be authorized only if the issue was noted on the ticket at the time you signed.

SENDING ITEMS BACK

Should you change your mind about what you've ordered, you may refuse up to two line items and receive a refund. If you want to send back more than two items or an entire order, you will receive credit; however, you will not be able to order commissary for the next two weeks.

REFUNDS

Refunds for items sent back or entire orders returning to the warehouse because the customer was released prior to delivery are processed within two business days.