



CURBSIDE PICK-UP QUESTION & ANSWER

Q: What types of products can I order with *Hershey's Chocolate World (HCW)* curbside pickup?

A: We have a wide range of chocolate and candy, branded gifts and souvenirs, as well as our delicious milkshakes and bakery treats available for curbside pickup. See our latest catalog at curbside.hersheys.com.

Q: Which stores are offering curbside pick up?

A: At this time, curbside pick up is only available at our Hershey, PA Chocolate World location.

Q: What precautions will *Hershey's Chocolate World* be taking to ensure a safe curbside pickup experience for guests?

A: 1. When you call us to place the order, we will offer an option for contactless pickup.
2. We will ask for the make and model of your car and whether you would prefer your items to be placed in the back seat or trunk of your car.
3. All team members who prepare and deliver your food will have been temperature screened before the start of their work shift.
4. The team member will be wearing a mask to deliver your items to your vehicle.

Q: How do I place an order for curbside pickup?

A: Orders for curbside pickup are only accepted by phone; no orders will be taken in person at the store, through email or via voicemail. Online orders are not available for curbside pickup. We take orders during our designated store hours. For our most up-to-date hours, please click [here](#).

Q: How many products will customers be allowed to purchase through curbside pickup?

A: There are no limits on purchases.

Q: How does the pickup process work?

A: Guests will be emailed a receipt for their order and should park in our designated parking spaces. Following the instructions on the signage upon arrival, please call 717-374-3428 and let us know you are here. We will promptly deliver your order. As noted, contactless pickup is available.

Q: How long will it take for my order to be filled?

A: Our team will make every effort to fill your order as soon as possible in the order that they are received. We will confirm a pickup time with you on the phone.

Q: Will I receive a confirmation email for placing an order?

A: Yes, if you provide your email address at the time of placing the order, we will send you an email with a receipt.

Q: Do you offer delivery instead of pick up?

A: We try to accommodate all guests however they want to receive our products. Many of the same items you can get from our retail locations can also be ordered from our website shop.hersheys.com and shipped directly to the destination of your choice.

Q: I forgot to pick up my order. What happens now?

A: If you missed collecting your order, a store employee will attempt to call and reschedule. After 24 hours, your order will be restocked and refunded.

Q: Why isn't my preferred product available on shop.hersheys.com?

A: Our online site currently offers a reduced catalog of our top-selling products.

Q: An item I ordered wasn't available. How do I get a refund?

A: If you have not been automatically refunded, please give us a call at 717-374-3428 and we will provide a refund.

Q: How are customer service issues resolved?

A: Please contact our customer service team at 717-374-3428, and we will strive to make things right.

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