



FAQs

SHIPPING & DELIVERY

Q. When will my delivery arrive?

A. Orders placed on or before November 13 will arrive between November 16-18. Orders placed between November 14-19 will arrive on Tuesday, November 21.

Q. What should I do if my delivery doesn't arrive on the scheduled date?

A. If your shipment has not arrived, please contact our Guest Services Team at TGHD@bost.com or 866-977-9090 and we'd be happy to track the shipment for you.

Q. What if I'm not home during delivery?

A. If you aren't home when your delivery arrives, FedEx will typically leave your order at your doorstep. If you prefer to be present when your delivery arrives, you may choose to have the shipment arrive to your place of business at the time you place your order.

Q. What should I do if my delivery is late?

A. If your box does arrive late and you are worried about the freshness of any food items, please contact our Guest Services Team at TGHD@bost.com or 866-977-9090.

Q. Where do you deliver?

A. Across the lower 48 states.

Q. Do you ship to Military bases?

A. We are able to ship to any U.S. address that can be confirmed through the United States Postal Service shipping system.

Q. Do you ship to PO Boxes or APO/FPO addresses?

A. Unfortunately we are unable to deliver packages to the post office or APO/FPO addresses.

Q. Will my food stay frozen in transit?

A. Each box is carefully packaged to ensure it stays frozen over a 72 hour delivery period. Most of the meal will be packed frozen in order to stay fresh upon delivery. To ensure optimal freshness, we advise that you unpack all food items into your refrigerator as soon as possible once the package arrives.

FOOD SAFETY, PREPARATION & NUTRITIONALS

Q. I received my shipment and the food is still frozen, what is the best thawing procedure?

A. Once your shipment arrives, create some space in your refrigerator and unpack the box into the refrigerator. This is the safest way to thaw all sides and proteins. Leave all items in the refrigerator until you are ready to begin cooking your Thanksgiving meal.

Q. How long does it take to thaw products?

A. It will generally take 24-36 hours to thaw most products in the refrigerator. The whole turkey can take 48-96 hours to thaw in the refrigerator depending on its frozen state. Please reference the [Heating Instructions](#) for further information.

Q. How do I store my food products once I receive them?

A. Place all products in your refrigerator immediately upon receipt. If you are not going to prepare your meal within 4 days of receipt, we recommend storing it in a freezer until such time that you are ready to thaw the products.

Q. How long can I store food products in the refrigerator?

A. Products can be stored in the refrigerator for up to 7 days.

Q. I received my delivery but there are no heating instructions included, how do I prepare my Thanksgiving meal?

A. Heating Instructions are available by clicking [here](#).

Q. How long will it take to prepare my Thanksgiving Meal?

A. Cooking and prep time will take approximately 2-3 hours. Please refer to the heating instructions for specific cook times for each individual item.

Q. Where can I find nutritional information on your products?

A. This information can be found [here](#).

GENERAL QUESTIONS

Q. How can I contact a Customer Service Representative?

A. You can reach out to our Guest Services Team at 866-977-9090 Monday – Friday between 8 a.m. and 5 p.m. EST or email us at TGHD@bost.com.

Q. Can I place my home delivery order at one of your restaurant locations?

A. All orders for Thanksgiving Home Delivery will need to be placed through our website or you can place your order by calling 866-977-9090.

Q. What forms of payment do you accept?

A. We accept all major credit cards - MasterCard, Visa, American Express and Discover.

Still have questions? Please call our Guest Services Team at 866-977-9090 or email us at TGHD@bost.com.

