

Legal Notice

Effective Date: April 5, 2020

All alcohol and tobacco products are sold in Illinois and title passes to the buyer in Illinois. By placing the order, you authorize us to have the product shipped on your behalf by common carrier for delivery to your selected destination. Under the terms of sale, the common carrier is acting as your agent.

Local Delivery

Visit <https://urbanpantrychicago.com/> to place your order for local delivery in as little as an hour.

Delivery of Alcohol Packages

Delivery can only be made to an address where an individual at least 21 years old can sign for the shipment during regular business hours. Products can be shipped to a place of business or residence. We cannot ship to a P.O. Box or APO Boxes.

Purchaser and recipient must be over the age of 21 to purchase alcohol.

For all alcohol orders, an adult 21 years or older must be available to sign for the order. **Warning:** Certain states expressly prohibit the direct importation of alcohol and violation can be punishable as a misdemeanor or felony.

Age Verification

By placing an order, you verify that you and order recipients are at least 21 years of age. At the time of delivery, the order recipient must sign an age verification receipt stating that they are at least 21 years of age and must present a valid driver's license, military ID, passport or State ID for identification.

Order Processing

You will be notified by email or text that we received your order. If the items you ordered are out of stock, we will contact you. If the items you ordered are in stock, we attempt to ship them within 48 hours. Tracking numbers are sent to you by email. Our shipping department works Monday thru Sunday 7:30 am to 5:00 pm (hours of operations are subject to change without any notice). If you need to change your order, please call us at 312-583-1860 and please be sure to provide us with your order number.

Credit Card Charge

We usually ship within 2 hours from the receipt of your order. If we cannot fulfill your order, we will contact you. Shipments may also be delayed due to weather, holidays, or other conditions.

All shipments of alcoholic beverages require an adult signature for delivery.

Store Pickup

You can place an order online for pickup at Urban Pantry. Order will be ready to pick up one hour after order is placed. Regular hours of operations are Monday —Thursday: 8:00AM–11:00PM, Friday & Saturday: 8:00AM–12:00PM, Sunday: 8AM – 10 PM. Hours of operations are subject to change at any time without notice.

International Shipping

We do not ship internationally at present time.

CCT

The City of Chicago and Cook County tax (CCT) on alcohol is based on product type and alcohol by volume (ABV). As an example, the CCT on a 750ML of wine 14% ABV is \$.11. Applicable sales and CCT taxes are combined on your invoice.

Put a clickable link “Disclaimer” in footer and when user click on it, provide this content

Disclaimer

If any communication from this web site is not in conformity with any jurisdiction rules and regulations governing solicitation, advertising, shipping and/or transacting business in such jurisdiction, then such communication and any offers made herein in connection therewith, shall be void to the extent prohibited by law.

Put a clickable link “Product Returns” in footer and when user click on it, provide this content

Product Returns

One of our core values is safety. Due to our inability to monitor products that have left our stores, we are declining all returns (including refunds, store credits and product exchanges) for the safety of our customers and associates.

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If you are using a screen reader and having difficulty with this website or would like to speak with us directly, please call [1-312-583-1860](tel:1-312-583-1860).

