



ORDER GUIDELINES

1. Orders can be placed by calling the Red Hen Order Line at (312) 433 – 0436 ext 1, by emailing orders@redhenbread.com or by fax at (312) 491 – 0410.
2. All AM orders must be placed by 12:00 noon the day prior to delivery; all PM orders must be placed by 12:00 midnight the day prior to delivery. All pastry and bagel orders must be received by noon the day prior.
3. Any orders or additions placed after the deadline may be subject to an Additional Service Charge, which will be 33% of the total amount of the order placed late.
4. Any same-day orders will automatically be charged an Additional Service Charge, which will be 33% of the total order.
5. Any order cancellations, in whole or part, placed after the order deadline will NOT be accepted; Red Hen will deliver, and the customer will be responsible for the payment of, any orders that are not cancelled on time.
6. Red Hen requires a \$10.00 minimum order to any customer located within Chicago; additional charges may apply to customer located outside Chicago. If any order does not meet the \$10.00 minimum, it will be subject to a Minimum Order Charge, which will be the difference between the order total and \$10.00. There is no minimum for pick-up orders at the bake house or any of our retail locations.
7. In order to ensure order accuracy, please use the four-digit reference code for each product (i.e. baguette - #1100 or ciabatta olio - #1700) and please specify any slicing (1/2" or 3/4") when placing an order.