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INTERNATIONAL SHIPPING HELP

Can my order be delivered internationally?

Yes, we now accept orders for international delivery to over 50 countries with support for more coming soon. Available products, shipping rates and fees will vary depending on the delivery address for your order. Once you select and update your country and currency preferences, you will be able to see products available for shipment to your selected country.

PLEASE NOTE: APO/FPO customers should click the button to proceed as a U.S. customer and place an order on our U.S. site.

Ship-to Country	Carrier(s)	Primary Currency	Code
Antigua and Barbuda	FedEx	US Dollar	USD
Argentina	FedEx	Argentine Peso	ARS
Australia	Royale Logistics / Australia Post	Australian Dollar	AUD
Austria	GLS / Österreichische Post	Euro	EUR
Bahrain	FedEx	US Dollar	USD
Bangladesh	FedEx	US Dollar	USD
Barbados	FedEx	US Dollar	USD
Belgium	GLS / La Poste	Euro	EUR
Belize	FedEx	US Dollar	USD
Bolivia	FedEx	US Dollar	USD
Brazil	FedEx	Brazilian Real	BRL
Brunei	FedEx	US Dollar	USD
Bulgaria	GLS / Bulgarian Posts	Euro	EUR
Cambodia	FedEx	US Dollar	USD
Canada	Canada Post	Canadian Dollar	CAD
Chile	FedEx	Chilean Peso	CLP
China	Royale Logistics / China Post	US Dollar	USD
Colombia	FedEx	Columbian Peso	COP
Costa Rica	FedEx	US Dollar	USD
Cyprus	GLS / Cyprus Postal Services	Euro	EUR
Czech Republic	GLS / Česká Pošta	Czech Koruna	CZK
Denmark	GLS / Post Danmark	Danish Krone	DKK
Dominica	FedEx	US Dollar	USD
Dominican Republic	FedEx	US Dollar	USD
Ecuador	FedEx	US Dollar	USD
Egypt	FedEx	Egyptian Pound	EGP

El Salvador	FedEx	US Dollar	USD
Estonia	GLS / Eesti Post	Estonian Kroon	EEK
Finland	GLS / Suomen Posti Oyj	Euro	EUR
France	GLS / La Poste	Euro	EUR
Germany	GLS / Deutsche Post	Euro	EUR
Greece	GLS / Hellenic Post ELTA	Euro	EUR
Grenada	FedEx	US Dollar	USD
Guatemala	FedEx	US Dollar	USD
Haiti	FedEx	US Dollar	USD
Honduras	FedEx	US Dollar	USD
Hong Kong	Royale Logistics / Hong Kong Post	Hong Kong Dollar	HKD
Hungary	GLS / Magyar Posta	Hungarian Forint	HUF
India	FedEx	Indian Rupee	INR
Indonesia	FedEx	Indonesian Rupiah	IDR
Ireland	GLS / An Post	Euro	EUR
Israel	FedEx	Israeli Shekel	ILS
Italy	GLS / Poste Italiane	Euro	EUR
Jamaica	FedEx	US Dollar	USD
Japan	FedEx	Japanese Yen	JPY
Jordan	FedEx	US Dollar	USD
Kuwait	FedEx	Kuwaiti Dinar	KWD
Latvia	GLS / Latvijas Pastas	Latvian Lats	LVL
Liechtenstein	FedEx	Euro	EUR
Lithuania	GLS / Lietuvos Pastas	Lithuanian Litas	LTL
Luxembourg	GLS / P & T Luxembourg	Euro	EUR
Macau	FedEx	Hong Kong Dollar	HKD
Maldives	FedEx	US Dollar	USD
Malta	GLS / Malta Post	Euro	EUR
Mexico	FedEx	Mexican Peso	MXN
Monaco	GLS / La Poste Monaco	Euro	EUR
Morocco	FedEx	Moroccan Dirham	MAD
Nepal	FedEx	Indian Rupee	INR
Netherlands	GLS / TNT Post	Euro	EUR
New Zealand	Royale Logistics / New Zealand Post	New Zealand Dollar	NZD
Nicaragua	FedEx	US Dollar	USD
Norway	FedEx	Norwegian Krone	NOK
Oman	FedEx	Omani Rial	OMR
Pakistan	FedEx	US Dollar	USD
Panama	FedEx	US Dollar	USD
Paraguay	FedEx	US Dollar	USD
Peru	FedEx	Peruvian Nuevo Sol	PEN
Philippines	Royale Logistics / Philpost	Philippine Peso	PHP
Poland	GLS / Poczta Polska	Polish Zloty	PLN
Portugal	GLS / CTT - Correios	Euro	EUR
Qatar	FedEx	Qatari Riyal	QAR
Romania	GLS / Posta Romana	Euro	EUR
Saudi Arabia	FedEx	Saudi Riyal	SAR

Singapore	Royale Logistics / Singapore Post	Singapore Dollar	SGD
Slovakia	GLS / Slovenská Posta	Euro	EUR
Slovenia	GLS / Posta Slovenije	Euro	EUR
South Africa	FedEx	South African Rand	ZAR
South Korea	Royale Logistics / Korea Post	Korean Won	KRW
Spain	GLS / Correos	Euro	EUR
Sri Lanka	FedEx	US Dollar	USD
Suriname	FedEx	US Dollar	USD
Sweden	GLS / Posten Sweden	Swedish Krona	SEK
Switzerland	FedEx	Swiss Franc	CHF
Taiwan	Royale Logistics	Taiwan Dollar	TWD
Thailand	Royale Logistics / Thailand Post	Thai Baht	THB
Trinidad and Tobago	FedEx	US Dollar	USD
Turkey	FedEx	Turkish Lira	TRY
Ukraine	FedEx	Ukrainian Hryvnia	UAH
United Arab Emirates	FedEx	UAE Dirham	AED
United Kingdom	ParcelForce / Royal Mail	British Pound	GBP
Venezuela	FedEx	Venezuelan Bolivar	VEF
Vietnam	FedEx	US Dollar	USD

PLEASE NOTE: APO/FPO customers should click the button to proceed as a U.S. customer and place an order on our U.S. site.

INTERNATIONAL GUARANTEED ORDER TOTAL

How will I know how much my order will cost?

Just add items to your cart and click on the checkout button. FiftyOne will calculate and display a guaranteed and lowest possible order total in your preferred currency, including all shipping costs from the U.S. to your selected international destination, as well as any applicable duties and taxes as determined by the destination customs and revenue authorities.

Are there any additional costs that will be due upon receipt of my order?

No. When you use the FiftyOne global checkout, you will be provided with a guaranteed order total in your preferred currency. The order total presented will be the exact amount that you will be billed. There will never be any additional costs billed upon delivery or due as C.O.D. charges.

How much duty, customs tariffs, VAT and/or taxes are charged on international orders?

Duty, customs tariffs and VAT are set by the destination country and determined based on a combination of the country of origin or manufacturing of the goods being purchased, and the classification of that merchandise in accordance with a harmonized system adopted and used by the countries that FiftyOne supports. The amount of applicable duty, tariffs, taxes and VAT will vary by country and will be determined and guaranteed by FiftyOne within the Global Checkout.

How much does international shipping cost?

International shipping is calculated based on a number of factors including the desired service level (Standard/Express), the number of items you are purchasing, the weight of the items and the destination country postal code. International shipping will be calculated and guaranteed during the FiftyOne Global Checkout based on the items you are purchasing and your shipping destination.

Will there be any price changes after I've placed my order?

No, you are provided a guaranteed order total in your preferred currency. The order total presented at checkout will be the exact amount that you will be billed. Due to various factors, such as the length of shipping time, customs tariffs and taxes, we cannot perform price adjustments should an item go on sale between the time of purchase and delivery to your destination.

INTERNATIONAL SHIPPING

What are my international shipping delivery options?

We currently deliver to over 50 countries. Please refer to the following estimated delivery times for each Shipping Method.

Shipping Methods	Estimated Delivery Times
Canada (Standard)	8-15 business days
Canada (Express)	8-10 business days
United Kingdom	8-11 business days
Europe (Excluding United Kingdom)	9-16 business days
Australia, China, Hong Kong, New Zealand, Philippines, Singapore Thailand	8-15 business days
FedEx International Economy (Standard)	7-10 business days
FedEx International Priority (Express)	5-8 business days

*** Shipping delivery times indicated do not include processing times. We ship items within 1-3 business days of when we receive your order.**

Can I ship an order to multiple International Shipping Addresses?

Our website is designed to accept only one shipping address per international order. Please place separate orders for each international shipping address.

Can I ship to the U.S. from an International Location?

At this time orders with international pay methods or an international billing address cannot be shipped to the U.S. All shipments to a U.S. address must be placed with a U.S. credit card on the U.S. site.

Are there any items that cannot ship to my country because they are restricted?

Due to size and customs restrictions some items are not available for international delivery; therefore you may see items available for sale on our U.S. site, but not on our international site. You may also be asked to remove an item from your shopping cart if your specific destination country does not permit the import of that item. Items over \$2500, orders totaling \$2500 or more and items over 60lbs cannot be shipped internationally. Please place separate orders so that no single order is over \$2500. International shipping restrictions prevent us from shipping oversized items outside of the U.S. If for some reason, there are any items that cannot be exported from the U.S. and/or imported into your destination country selection, you must go back to your shopping cart to remove that item then proceed again through the FiftyOne Global Checkout process.

Please Note: Some products such as DVD's may have different formats not accepted in European countries. All electronics have also been built to U.S. and Canadian standards.

Do you ship furniture items internationally?

Unfortunately, international shipping restrictions prevent us from being able to ship oversized items outside of the U.S.

INTERNATIONAL PAYMENT OPTIONS

What payment options are supported for international orders?

Currently we accept Visa and MasterCard. PayPal is available for Canadian customers with a Canadian PayPal account who are paying in Canadian dollars and shipping to Canada.

We do not accept: Discover, American Express, Bill Me Later, Money Orders, Checks, Cash on Delivery (COD), or any other payment method not listed above for international orders.

When am I billed

Your credit card will be billed by FiftyOne at the time your parcel(s) leave the U.S.

What will my credit card statement say?

Your credit card will be billed by FiftyOne and your credit card statement will read "51*CHEFS CATALOG" where 51 denotes the FiftyOne network.

What currencies may I use to pay for my order?

Currently billing in CAD, EUR, GBP and USD is supported with more currencies coming online in the coming months.

I live in the U.S., can I use FiftyOne to ship an order internationally but pay in USD?

Yes, international gift-giving is supported, in that you can receive a guaranteed order total for an order that is shipping internationally, but pay in USD using a U.S. credit card.

Can I use a coupon or a promotional discount code?

Coupons, promotional codes, and special shipping offers do not apply to International orders at this time.

Can I redeem or purchase international gift cards?

Unfortunately, we do not currently support the sale of gift cards in currencies other than USD\$, the sale of USD\$ gift cards to international customers or the redemption of gift cards for internationally-shipped orders.

How do I know my billing information is secure?

All credit card numbers are stored on a computer that is not connected to the Internet. When you type in your credit card information, the complete credit card number is transferred to this secure computer across a proprietary, one-way interface. This computer is not accessible by network or modem, and the card information is not stored anywhere else.

A secure server safeguards shopping transactions over the Internet by encoding information passing between computers at different locations. Using our secure server means that your credit card number, name, address and other information is guarded as it travels to our store. This is accomplished using a Secure Sockets Layer (SSL). Secure Sockets Layer is the protocol we offer for safely transferring sensitive information over the Web. When you connect through the secure server, all sensitive information, including your credit card number is encrypted.

INTERNATIONAL RETURN POLICY AND EXCEPTIONS

What is your return policy for international orders?

If for any reason you are not satisfied with your purchase, please contact us within 60 days of receipt of your item at FiftyOne.Service@chefscatalog.com and we will provide you with further instructions on where returns should be shipped, and the amount you will be refunded. **All SALE purchases are FINAL.** Items must be returned in new condition with all original materials included with the shipment. All returned items will be inspected and restocking fees may apply. Customers will be responsible for all return shipping costs. For authorized returns, you will see a refund of the original merchandise price and any duties, taxes and/or VAT originally paid on the returning item less any restocking fee in the same currency and using the same exchange rate as your original order, except for orders shipped via FedEx. Orders shipped via FedEx will only be refunded original merchandise price less any restocking fee. International Customers whose orders are delivered via FedEx will be solely responsible for obtaining refunds of duties, taxes and/or VAT from local customs authorities and/or government agencies. Refunds will appear on your credit card statement denoted as "51*CHEFS CATALOG*."

How do I return an item?

You must email us to obtain your return authorization within 60 days from the date your package arrives at your doorstep. Both the order number and the return authorization number must be visible on the outside of the returning package and the original packing list must be enclosed in the returning package or credit will not be processed for the return.

The return of multiple items must always be shipped in one box. CHEFS Catalog is not responsible for any parcel lost or damaged if you choose to ship the return back uninsured or without tracking. Return shipping to the International Return Facility is the responsibility of the customer. Your refund will be made at the exchange rate in effect at the time of purchase and will include any custom tariffs and taxes originally paid on the order.

Defective items, items damaged at the time of receipt, and incorrect items received may be returned without penalty. Your shipping charges will be waived. When we receive your authorized return, we will inspect the item and issue a refund. If the product is not found to be defective, shipping fees will apply and/or a partial refund may be issued.

Please Note: We cannot process Exchanges at this time. Exchanges must be handled as a return and re-order for a replacement item.

Please Note: Sale items are not eligible for return. Some products such as DVD's may have different formats not accepted in European countries - Only new, unopened DVD's may be returned. All electronics have been built to U.S. and Canadian standards - Only electronics in new, working condition are eligible for return.

How will I know if an item is on backorder?

If you place an order for an item that is not available for immediate shipment, it will be "backordered". You will be informed if an item is backordered at the time you add it to your shopping cart. You will also be given an approximate date of shipment. You will not be charged for backordered items until they leave the U.S. Your order total will be determined at the exchange rate current when you submitted your order, regardless of when your items ship. In the event a backordered item is part of your order, we reserve the right to cancel the item or ship your order in multiple packages.

Can I Change My Order?

Unfortunately, we are unable to make any changes to an existing order.

Please Note: We are unable to edit or modify an order that has already been placed (including changes to your billing information, shipping address, and /or item quantity modifications). In order to make any changes to an existing order, it must be cancelled and you must place another order with the corrected information.

Can I Cancel My Order?

Due to our commitment to process orders quickly, there is a short period of time in which you may cancel your order. You may choose to cancel your entire order so long as the order has not yet been sent to our warehouse for processing. If you would like to cancel your order, please email us at FiftyOne.Service@chefscatalog.com. While we cannot guarantee your order can be cancelled, we will do our best to halt shipment. If your order is cancelled, CHEFS Catalog will notify you and you will not be charged for the merchandise, customs tariffs, taxes and shipping fees.

INTERNATIONAL CUSTOMER SERVICE

Who do I contact if I have questions relating to my order after I have made a purchase?

Please contact us at FiftyOne.Service@chefscatalog.com and we will gladly assist you with any questions relating to your international order. Please be sure to include your order number in all correspondence with our Customer Care department.

How do I contact International Customer Care?

For customer service and support for your international order, please email us at FiftyOne.Service@chefscatalog.com. All email communication will be in English only. Please be sure to include your order number in all correspondence with our Customer Care department.

Can I track My Order or check the status of my order?

Yes, You will receive confirmation emails when your order is placed and when the order is shipped. Tracking information is available for your items when they leave the U.S. hub. Items may take up to 10 business days to reach the U.S. hub. You will receive an email when your order ships from the U.S. hub with an order tracking link.

What do I do if I have not received my order?

Please email us at FiftyOne.Service@chefscatalog.com if your order is past the estimated delivery date, or tracking shows the item was delivered, but you are unable to locate it. Please be sure to include your order number in all correspondence with our Customer Care department.

What is FiftyOne?

FiftyOne is a new groundbreaking global ecommerce solution that allows us to not just provide our international shoppers with aggressive international shipping costs and the lowest possible guaranteed order total in the currency of your choice, but also present prices to you in that same currency throughout our entire website. The FiftyOne solution allows us to serve the best possible shopping experience to our international customers, so that you can buy from us with certainty.