



CISTERCIAN ALTAR BREAD
Valley of Our Lady Monastery
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Dear Friends in Christ,

The sisters of Valley of Our Lady Monastery would like to thank you for your support of contemplative life through your patronage of our altar bread business. Below find our customer policies which help us serve you while we maintain our contemplative monastic life.

CUSTOMER POLICIES

Business Hours. Our altar bread office is open to receive orders by phone and email from **9:30 am to 4:00 pm Monday through Friday**. We are closed for business on the first Friday of every month, on all Solemnities of the Church and our Cistercian Order, and other select days. Please see the calendar of business closing for our days of operation. Outside of our regular business hours you are always welcome to leave a message via e-mail or voice mail; your order will be processed within the next three **business days**. Auto-shipments will always be shipped as scheduled regardless of closings.

Unpaid Invoices. If you are on an auto-shipment schedule and have **two** unpaid invoices, your **auto-shipments will be stopped** until payment for at least one invoice is remitted. We will notify you in advance if you have 2 unpaid invoices. Please note that payment is due upon receipt of the invoice, not receipt of your shipment.

Deadline for order changes. Any changes to auto-shipment orders need to be called in or emailed **by 4:00 pm the Monday before** your shipping date in order to allow sufficient time for processing. Any additions to your standard order made after this deadline will be shipped separately and will incur additional shipping costs. Orders placed in addition to an auto-shipment may be made at any time and will be processed as call-in orders. *Note: When a mail holiday falls on a Wednesday, we ship on Tuesday, so the deadline for these instances is Friday at 4:00.*

Order sizes for non-auto-shipments. Orders that are placed on a "call-in" basis will be processed within **three business days** depending on the volume of your order. Orders that exceed the following limits will require 2-3 weeks for processing:

VOL Altar Bread limits for call-ins:

1 1/8:	10,000 (20 bags)
1 3/8:	30,000 (30 boxes)
2 3/4:	500 (20 packages of 25)
5 3/8:	150 (6 packages of 25)

We do realize that emergencies occasionally arise; we will do whatever is reasonably possible to accommodate your needs.

Again, we thank you for supporting our contemplative way of life. We hope to enjoy your ongoing patronage and we continue to remember your intentions in our daily prayers.

Faithfully in Christ Jesus,
The Nuns of Valley of Our Lady