# **Absolutely Fresh Holiday Order Guide**

We hope you will find this guide helpful in answering many of the questions our customers have during the holiday season. In addition, our website, absolutelyfreshmarket.com, provides you with a full listing of our products and prices with photos and other helpful information.

We accept holiday orders in person or over the phone during regular business hours. At times, our phone lines may be busy due to the large volume of calls we receive at this time of year. You can save time by placing your order at absolutelyfreshmarket.com, which is available 24 hours a day.

#### **Regular Store Hours**

Monday - Thursday & Saturday - 9 am to 6 pm Friday – 9 am to 7 pm Sunday – 11 am to 6 pm

#### **Holiday Hours**

Thanksgiving Day - Closed Saturday, December 23<sup>rd</sup> - Open 9 am to 5 pm Sunday, December 24<sup>th</sup> - Open 9 am to 2 pm Monday, December 25<sup>th</sup> (Christmas Day) - Closed Sunday, December 31<sup>st</sup> - Open 11 am to 6 pm Monday, January 1<sup>st</sup> (New Years Day) - Closed

#### Holiday Order Deadlines

For pickup on Thursday, December 21<sup>st</sup>, Order by 4 pm on Wednesday December 20<sup>th</sup> For pickup on Friday, December 22<sup>nd</sup>, Order by 4 pm on Thursday, December 21<sup>st</sup> For pickup on Saturday, December 23<sup>rd</sup>, Order by 4 pm on Friday, December 22<sup>nd</sup> For pickup on Sunday, December 24<sup>th</sup>, Order by 4 pm on Saturday, December 23<sup>rd</sup> For pickup on Sunday, December 31<sup>st</sup>, Order by 4 pm on Saturday, December 30<sup>th</sup>

#### WE REQUIRE THAT ALL ORDERS MUST BE PRE-PAID.

# Specific Product Order Deadlines

To provide the freshest product possible in the center of the country, we must place orders for certain items earlier than others to accommodate the demand for the product as well as the added strain on the freight systems during the holiday season. We make the best guess we can each year to have an adequate amount of certain items, but at best, it is an educated guess. Therefore, to guarantee that we will have certain items for you, we ask that you order them by the following dates.

Live, Fresh, Mussels and Clams - Friday, December 17th

Whole and Shucked Oysters - Friday, December 17th

Fresh Scallops - Friday, December 17th

While we will have these products available after these dates, we cannot guarantee we will still have them available for pre-orders or walk in purchase after December 22<sup>nd</sup>.

Over the course of the year, we have adapted the product line in our store in response to current business trends. In addition, some seafood items previously available may not be due to new harvesting regulations or dramatic increases in price. With that in mind, we may not have some items we used to, but we have brought in many new items that we hope you will like.

# Commonly Asked Questions

## How many Cocktail Shrimp are in a pound?

Large - About 35

Jumbo - About 25

Canadian Grilled - About 30

## How many Mussels and Clams are in a pound?

These are sold by weight, not by count as they do vary in size. Generally, there will be about 25 Mussels in a pound and 7-8 Top neck or little Neck clams in a pound. We always add a few extras in case a few of them prematurely pop open or fail to pop open.

## How are Shucked Oysters Sold?

We sell them in Pint or Half Gallon Containers. These oysters are fresh but come to us pre-shucked from the Gulf Coast. A pint container weighs right at one pound, and a half gallon, which is 4 pints, weighs in at about 4 pounds. Generally, you will get between 18 and 22 oysters per pint.

# How are Whole Oysters Sold?

We sell East Point Oysters at \$1.50 each or in a case of 100 count for \$125.00.

# If I buy fresh shrimp or seafood today, how long will it be good for?

As we are constantly receiving and turning over fresh products, your fresh fish, shrimp, shellfish, or cocktail shrimp will be delightful for at least 2-3 days from purchase.

## Do you sell gift cards?

Yes. You can purchase physical gift cards for any amount by visiting our store, Bailey's restaurant or any Shucks Fish House. You can also purchase physical gift cards to be mailed to you or the recipient of your choice by visiting absolutelyfresh.com. In addition, we also offer E-Gift Cards that can be purchased online and will be emailed to you or the recipient of your choice.

# Do I need to place an order if I just want to get shrimp, salmon, etc.?

Yes and no. While we try to be adequately stocked for all items, every year is different and ultimately a guessing game. Weather can also affect shipments arriving on time or at all, and sometimes the volume of business on any given day is higher than expected. In short, it is best to place an order ahead of time so we can be sure we have it allocated for you. This will also save you time and eliminate the chance that the product you are looking for is out of stock.

# Can I special order x, y or z?

While it is our ultimate goal to try to provide whatever we can to our customers, the volume of business we receive near the holidays makes it difficult to acquire items that we don't currently stock. Many seafood items are seasonal and not available during this time of year or must be purchased in large minimum quantities to be feasible.

## How much shrimp/crab/salmon etc. do I need for X number of people?

That is a question for the ages. We can give you "guestimates" but certain factors need to be considered when making your decision. Is this the only item being served? Will there be a lot of other items being served too? What are the demographics of the group - younger crowds tend to eat more than older crowds, but kids, not as much. Is this a seafood loving crowd? In short, for appetizers, 2 to 4 ounces per person, and for entrees 6 to 8 oz per person.

## What if I need to change or cancel my order?

Please give us a call or stop in and we can assist you with this. We do have some policies regarding returns and cancellations. You can view these by visiting absolutelyfreshmarket.com

## Do you ship or deliver?

Not at this time.

# Can I pick my order up at another location?

No. All orders from Absolutely Fresh Seafood Market must be picked up at our store at 119th and Pacific