FAQ

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Is the website secure?

Our website uses SSL (Secure Socket Layer) technology to ensure that your transactions will be protected. All credit card information, such as the credit card number, expiry date and card holder name is encrypted.

What forms of payment do you accept?

We accept Visa and Master Card. If you have a Kernels Gift Card (Virtual or Popcorn Plastic Gift Card); these cards can be used to make product purchases on the website. Please note: Kernels Gift Cards cannot be used to purchase other Kernels Gif t Cards.

When will I be charged for my order?

You will be charged for your order once your billing information has been submitted. You will be presented with a printable confirmation which will display your order, customer information and a unique order code referencing the specific order. The printable confirmation will be sent to you once you have completed the ordering process.

What currency is charged?

All amounts on our website are shown in Canadian Dollars. For our U.S. customers, your order will be converted to U.S. dollars on your credit card statement.

How is sales tax charged?

Sales tax will be charged based on the Ship to Address.

Can an order be cancelled or changed?

An order can be cancelled or changed (ie flavor, tin design/ size or ship to address) as long as the order has not been shipped out.

Do I receive a confirmation of my order?

Yes, you will receive a printable confirmation summarizing your order in addition to providing you with a unique order code referencing the specific order.

If you do not receive a confirmation order, or if the confirmation of your order contains an empty basket, please contact our Customer Service Representative at customerservice@kernelspopcorn.com.

Do you sell Gift Cards?

Yes. On our website we sell Kernels Virtual Gift Cards, as well as our Kernels Popcorn Plastic Cards.

Kernels Virtual Gift Cards

- ***How quickly will my gift card be delivered?*** ***Virtual Gift Cards are delivered on the date you have selected within minutes.***
- ***How is the gift card delivered?*** ***Delivery options are mobile, email or both. Your recipient will receive an email containing a link to their Virtual Gift Card. They should click on the link to view their card. Their card can then be printed from their computer, or displayed on their mobile phone.***
- ***Can I request notification of delivery?*** ***You will automatically receive a notification email. In addition, you can select the notification of delivery option, which will advise you by text message as to when your recipient has opened and viewed the card.***
- ***What if the Virtual Card cannot be used by the recipient?*** ***No worries, the Virtual Card can be re-gifted.***
- ***Can I buy multiple cards?*** ***Absolutely! You can add more than one Virtual Card to your cart, or you can purchase multiple cards, send them to yourself and then share them by sending to others.***
- ***What denominations are available in a Virtual Card?*** ***Preset amounts are available: $10, $15, $20, $25, $30, $40, $50, $75 and $100. You can also enter your own custom amount.***
- ***What do I do if I get a pop up preventing me from choosing a custom amount?*** ***Check on the top of your browser window to see if you have a message saying the following" this website is using scripted window to ask for information. If you trust this website, click here to allow scripted windows..." click on it and choose "Allow". Then choose "Custom" one more time. It should now work.***
- ***Uploading a custom image?*** ***We recommend that when uploading a custom image, your image name be made up of letters only. Do not use characters or symbols.***
- ***Does the Virtual Gift Card expire?*** ***No. There is no expiry date.***

Kernels Popcorn Plastic Cards

- ***What denominations are available in the Kernels Popcorn Plastic Card?*** ***Preset amounts are available: 15, $25, $50 and $100.***
- ***Can the card be reloaded?*** ***Yes, our Popcorn Plastic cards are reloadable at any Kernels location across Canada***
- ***Does the Kernels Popcorn Plastic Card expire?*** ***No. There is no expiry date.***

Both our Virtual Gift Cards and Popcorn Plastic Cards can be used at any Kernels location across Canada; these Gift Cards can be used to make product purchases on the website. Please note: Kernels Gift Cards cannot be used to purchase other Kernels Gif t Cards.

Kernels Gift Cards can be registered on-line at kernelspopcorn.com to protect against loss. Transaction history for registered gift cards can be viewed on-line at kernelspopcorn.com.

What happens if a tin design or size runs out of stock?

As we are aware you have personally chosen this gift for a special person, we continuously endeavour to ensure we have ample quantities of our tins available on hand to fulfill orders. However, at times, demand may surpass supply and a substitution of a tin design or size may need to take place to ensure your gift arrives on time.

How and when do you ship?

Our product orders are shipped out within two (2) to three (3) business days of receipt of order. For shipping methods, in Canada, we use UPS Service; in the U.S., we use US Parcel Service. You will be able to choose the level of service based on the desired arrival date of your gift.

Do you ship Internationally?

Yes , we do ship internationally. We invite you to contact our Customer Service Representative directly at customerservice@kernelspopcorn.com ***for further assistance.***

Can I ship to a P.O. Box?

In Canada, UPS Service does not deliver to a P.O. Box.

In the U.S., United States Parcel Service does deliver to a P.O. Box number.

Do you have an 800 number for placing orders?

Yes. For Canadian and American orders, our customers can call toll free at 1 (888) 267-6262 ext #214.

Will a gift message be included in the order?

Yes. In the order processing area there is a section available to enter your gift card message. A gift card, with your special message, will be attached to the gift item itself.

Do you personalize gifts?

Kernels Virtual Gift Cards can be customized with your own photo or image and message.

How do I ensure popcorn freshness?

Keep your popcorn in a cool, dry place, to ensure continued enjoyment.

What is your guarantee policy?

Kernels Popcorn flavours are unique, and freshly created and packaged for your individual order.

We offer 100% pure popcorn pleasure!

What if I have another question, not addressed above?

If you have a question that is not answered above, we invite you to contact customerservice@kernelspopcorn.com ***,or 1 (888) 267-6262 ext #214 for further assistance.***