



Dear TCTC Customers and Friends,

Thank you for your continued support and business during this unusual holiday season. We want to assure you that the TCTC team has been working tirelessly to get your orders out the door. We have successfully shipped our holiday orders within the 2 days processing time that is stated on the website.

Unfortunately, our shipping partners are experiencing unprecedented volume increases as well as reduced staffing due to Covid-19. Tracking numbers are not working the way they should.

This DOES NOT mean that your package has not shipped or that it is lost. It will come, it just may take a little longer. Please be patient and kind to your postal workers and UPS workers during this crazy time. We will get through this together!

We apologize for the frustration and are doing all we can to ensure your packages arrive in a timely manner. We apologize if your packages arrive later than expected but guarantee the tea tastes just as delicious in the days after Christmas!