

# Custom Order Policies

Please proceed to submit your order if you agree to our policies. Thank you!  
Custom Order Policies

If you require elaboration, we would be happy to answer your questions!

## Section PA

Order Types

-PA1

Rush order (Look at Rush order Policies): If Customer has placed their order for 5-3 days away from the day of which order was placed. We only accept full payment for rush orders. No Deposits!

-PA2

1 week order: If Customer has placed their order for 1 week away from the day of which the order was placed. Customers must pay a deposit within 24 hours of inquiry and pay the remaining total by the day prior to delivery/ pickup.

-PA#

Normal order: If a customer has placed their order for at least 2 weeks away from the day of which the order was placed. Customers must pay a 50% deposit and pay the remaining total by the day prior to delivery/ pickup.

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## Section PB

Return and exchanges

-PB1

No returns or exchanges.

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## Section PC

Payment Policies

-PC1

We do not accept refunds.

-PC2

For Deposit Policies and conditions, go to the deposit policy section.

-PC3

Each and every customer MUST pay within 24 hours of inquiry. If not, we cannot book your order.

-PC4

We accept deposits for orders totaling more than \$50 and the order is needed at least 2 weeks after inquiry . If exceptions do not apply, customers must pay full payment.

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## Section PD

### Cancellation and Date Change Policies

-PD1

Each customer is given 48 hours to cancel and refund their order EXCEPT for 5-3 day rush orders. This applies for deposit and full payment.

-PD2

Rush orders can be canceled but a refund will not be made if the cancellation is within 48 hours of when the order is due to be picked up.

-PD3

#### Moving Dates:

•If a customer has to move the delivery date to a later date: Free of charge.

•If a customer has to move the delivery date 3-5 dates before the original delivery date: \$25 will be charged.

-PD4

If a customer cancels the order outside of the 48 hour time window, you will not receive a

refund.

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## SECTION PE

### Deposit Policies

-PE1

Deposit conditions: Deposits can be paid if your orders total is more than \$50 and the order is to be received at least 2 weeks after inquiry.

-PE2

(If deposit conditions apply) In order to secure your date, deposits MUST be paid within 24 hour of inquiry.

-PE3

A customer's remaining 50% of payment MUST be paid by the day before your order is delivered or picked up.

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## SECTION PF

### Rush Order Policies

-PF1

We start on your rush order when order is received, so that your order will be ready on time. Doing so, we cannot refund your payment.

-PF2

Depending on design, we accept rush orders.

-PF3

We only accept a 50% deposit and full payment for rush orders.

-PF4

Rush orders can be canceled **but a refund will not be made if the cancellation is within 48 hours of when the order is due to be picked up/ delivered.**

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## SECTION G

### Shipment Policies

-PG1

In the package that you will receive the cookies are carefully individually wrapped, placed on cardboard (so they will not bend), and bubble wrapped to secure and insure that they will not break. We do our level best that your package is safe and secure and that there will be no breakage. As to, we **do not** give refunds for broken cookies. But we assured you that your cookies have been wrapped to the best of our ability.

-PG2

With each shipped order, we will include at least 4 insurance cookies.

-PG3

We do not ship over 3 dozen cookies.

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## SECTION H

### Cake Policies

-PH1

Designs may vary

-PH2

Cakes will be delivered and checked upon delivery. We are not responsible for any mishandling of the cake once in our client's possession.

**DESIGN SHAPES, COLORS, AND DETAILS MAY VARY. DUE TO THE DIFFERENT ICINGS AND MEDIUMS THAT WE MAY USE IN A DESIGN. COLORS MAY VARY. DUE TO THE FACT THAT WE MAY BE USING DESIGNS CREATED BY ANOTHER PERSON/ COMPANY , DESIGNS MAY VARY**

**\*FOR ALL DESIGNS AND FOR ALL ORDERS,DESIGNS MAY VARY\***

Thank you for reading our policies! Please proceed to submit your order if you agree to our policies. Thank you!