

## **Terms and Conditions/ Policy**

### **Payment:**

- Custom orders require a 50% non-refundable deposit upon ordering.
- The remaining balance is due 1 week before the item is needed. \$35 late fee will be added for each day payment is late.

### **Ordering:**

- Pick-up and delivery items must be ordered at least 3 weeks in advance before the required date.
- Shipped items must be ordered at least 2 weeks before the required date.
- Orders placed 5-7 days before an item is needed will be charged a rush service fee of \$50.

### **Cancellation/Refund:**

- Custom orders: If canceled within 72 hours, the non-refundable 50% deposit cannot be refunded but can be transferred to a new date request within a 2-month period.
- Disliking texture or flavor: No refund for pick-up or delivery, but a discount or credit for the next order can be offered if more than half the cake is returned within 4 hours.
- For shipping orders: no refund, but credit for the next order may be offered.

### **Pick-up:**

- Please arrive 5mins before pick-up time to ensure you are not late.
- Items should be placed on an even surface to be transported to avoid damage.
- Keep the interior of the vehicle cool until you have arrived at your destination.

### **Delivery:**

- Delivery Fee: \$15 for 30mins and under, \$25 for 30mins-1 hour
- Please note delivery times may be affected by uncontrolled circumstances.
- When booking, set delivery time 1-2 hours before the event.
- Set up is not included unless requested, you will retrieve item from driver carefully.
- Keep it in the refrigerated, remove 30 minutes-1 hour before item is needed for event.

### **Shipping:**

- Cake jars and Cupcakes are the only items that can be shipped.
- We advise the recipient to be present at the address provided to receive the item and immediately refrigerate.
- Please give 1-3 days after items are shipped to receive item.
- Shipping prices vary due to weight.

### **Damages/Late Arrival:**

- Custom orders cannot be refunded or exchanged after pick-up, delivery, or shipping due to their hand-crafted nature.
- Once an item leaves Delicious N' Sweets' establishment we are not liable for damages or late arrivals.
- Shipped orders may be but not guaranteed credit for the next order if damaged in transit
- Pick-up or delivered orders may be returned to be fixed if minimal damage occurs after receiving the item.

**Changes:**

- Custom orders for pick-up or delivery can request minor design changes up to **5 days before** the date needed.
- Shipped custom orders can request minor design changes up to **7 days before** the ship date.
- Changing the required date should be done within **72 hours** of placing the order. The customer will be rescheduled for a new date or the next available date.
- Changes to order does not include cake flavor, filling, or frosting/icing flavors.

**Allergies:**

- Common allergens are dairy, eggs, nuts, soy, wheat, and fruits.
- Customers are encouraged to contact or note any other food allergies or dietary restrictions when placing an order for accommodation.

**Disclaimer:** Acknowledgment that all items are handmade and custom-made, with an effort to fulfill customer visions. No guarantee of duplicating designs from customer-provided pictures, but they are helpful for reference.