



TERMS AND CONDITIONS

Payment: A 50% non-refundable retainer is due to secure your order. Partial payment is required up front so I can source your cute cutters, spectacular sprinkles, and perfect packaging. The remaining 50% balance is due seven days before pick-up.

Pick-Up Date: Pickup dates are set upon ordering. I will not be able to reschedule your order for a different pickup date once payment has been received. If your event date changes I will give you instructions to freeze your cookies to keep them safe until they are needed. This is because other customers need their cookie fix too!

Refunds: Orders which are cancelled at least seven days prior to pickup will not be required to pay the remaining 50% balance. Refunds cannot be provided for orders cancelled within seven days of pick-up. Refunds are not available for any cookies ordered during a pre-sale or popup.

Inspiration: I love inspirational photos, please send them along! But also please note they're just that - inspiring. I will not copy another baker's cookies exactly. The cookies I design will have my own spin and style applied. Your cookies may not be perfect replicas of the inspirational photos you send but I'll try to keep it close. The best inspirational photos include a color scheme, font, style, pattern etc. Think of a wallpaper pattern, an invitation or party decor. Let's create something unique just for you!

Price Adjustments: Prices are often dictated by ingredient costs and are subject to change. This also means we can't honor old pricing (because the local grocery store won't honor their old flour prices - darn it!).

Product Photography: Say Cheese! I take photos, a lot of photos! If you do not want your cookies in the spotlight, please let me know at the time you place your order. Secrets are safe with me.

Cookie Care: Once cookies are picked-up, what happens to your cookies is on you. Keep them out of direct sunlight, out of the fridge and on a cool dry counter.

Shipping: As much as I'd love to hand deliver each and every batch, unfortunately, I often need the help of USPS. Shipping rates start at \$15.50 and go up depending on the size of the order. I do my best to package these cookies for a rough ride, but broken cookies are a possibility and a non-refundable risk that you take when placing a shipped order. While I ship Priority, I can't guarantee that "rain, sleet, snow or hail" won't delay your order. Refunds can't be offered, but know that your cookies are on their way. Once tracking information is provided, claims for lost orders can be placed with USPS.

PAYMENT FOR YOUR ORDER MEANS YOU AGREE TO THE ABOVE TERMS AND CONDITIONS

THANK YOU FOR SUPPORTING MY SMALL BUSINESS

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