ORDER POLICIES &

DISCLAIMERS

*Quotes*

We are happy to provide quotes. When requesting a quote please ensure to attach all of the following information: Event Date, Serving count, Cake flavor, inspiration photos/ideas. Please note receiving a quote ***does not*** constitute your order is placed, a retainer fee must be paid to confirm your order.

*Order*

Upon acceptance of quote, order details will be confirmed, and an invoice will be sent via Square. Order Payment/ Confirmation is the ***customers responsibility*** . Order details will be listed on your invoice, any additional requests made after the initial invoice will be updated and any additional costs will be due at this time.

*Payment*

A ***50% non-refundable retainer*** is due at the time of booking to reserve your order date, failure to pay will result in order cancellation. Remaining balance is due ***one week prior to pick up***, failure to make the final payment will result in order cancellation, retainer is ***non-refundable***.

*Cancellations*

At Sweet Cravings we understand life happens, if you need to cancel your order, please contact us immediately. Orders cancelled 2 weeks in advance will be given credit for the amount paid to use towards a future order (based upon availability), credit is valid for 2 months. ***No refunds will be issued on cancelled orders.*** In the event that Sweet Cravings has to cancel an order, a refund will be issued.

*Order Care*

Once an order has been picked up ***Sweet Cravings is not responsible*** for damaged items once they are in your care. Please follow these instructions when transporting your order. Place your order on a flat surface/floorboard (not the seat), do not place in direct sunlight, store your items appropriately.

*Disclaimers*

Sweet Cravings strives to offer exceptional quality product and services, if you have any questions or concerns please contact us.

Please be aware that although we do offer dietary restriction menu items there is always a risk of cross contamination due to items being prepared in a shared kitchen.

Inspirational photos/ideas are simply a guide and will not be replicated. We take pride in our work and will ensure we deliver a unique cake inspired by your request.