



## **Placing an order**

Please keep in mind that availability is subject to change at any point as my schedule fills up. Inquiring about the availability of a date does not reserve it for you. Your order is confirmed and your date reserved only when your order is paid in full.

Once your order request has been received and if there is availability, I will send you designs and price quotes. Once the designs and prices have been agreed upon, your invoice will be sent to your email address via Square and will give you the option to make a debit or credit card payment.

Your invoice is good for 72 hours after it is sent. If it is not paid by this time, it will be cancelled automatically. Once payment is received, your date is held and your order is confirmed.

If you wish to pay with cash, you will be responsible for bringing the payment to me. I do not accept personal checks and will not hold a date without payment.

## **Picking up an Order**

I do not offer delivery at this time. You will need to be able to pick up your order at my home address, 6340 Emma Lane, Colorado Springs, CO.

Please take note of your chosen pick up time. A \$10 fee is incurred for missed pick up times. Orders not picked up by 3 days after the agreed upon pick up date are forfeited to be sold at my discretion.

## **Cancelling an Order**

Orders cancelled two or more weeks before the order's due date will be issued a 50% refund. Orders cancelled less than two weeks before the order's due date will be issued a 20% refund.

If I must cancel an order due to an emergency on my part making me unable to fulfill it, a full refund will be issued.

In the event a customer is not satisfied with their order, a full refund will be issued.

## **Changing an Order**

Changes to cookie designs, quantities, or dates after the order has been placed and paid for are done solely at my discretion and depend on my ability to accommodate the request.

## **Design Colors**

Icing colors may vary. I will do my very best to match colors as close as I can, but colors can vary based on many reasons outside of my control. Placing an order means that you agree that colors may vary from inspiration photos, sketches, and invitations.

### **Licensed Characters/Content**

Due to the risk of copyright infringement, I do not create designs with licensed characters or logos. However, I am happy to work with you on creating designs that are inspired by your chosen theme.

### **Adult/Explicit Content**

Sweet Shenanigans Bake Shop is a family friendly business. Designs and content that are adult themed or explicit are not in line with Sweet Shenanigans Bake Shop's brand and I do not create content within those themes.

Please don't hesitate to contact me if you have any questions or concerns!

Ashley Moffat – Owner/Chef

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Thank you for supporting my small business!

