

# Batter Up

— BAKERY —

TWIN FALLS, IDAHO



## **Policies & Terms**

Please review all Batter Up Bakery policies prior to placing an order. By submitting a deposit or payment, you acknowledge that you have read, understood, and agreed to the following terms and conditions.

### **DEPOSITS & PAYMENT**

A deposit of 50% of the total is required to secure your order and reserve your event date. Orders are not considered confirmed until a deposit has been received. The remaining balance is due 30 days before the event.

Changes to an order may be made up to two (2) weeks before major events and up to one (1) week before birthday orders, subject to availability.

Deposits are non-refundable. However, deposits may be applied toward a future order if used within six (6) months of the original event date.

Orders placed less than thirty (30) days before the event date

will require full payment at the time of booking unless otherwise agreed upon.

## **ALLERGY NOTICE**

All products are prepared in a kitchen that regularly handles common allergens, including but not limited to wheat, gluten, dairy, eggs, soy, peanuts, tree nuts, and other allergens.

While every effort is made to minimize cross-contact, Batter Up Bakery cannot guarantee that any product is completely free of allergens. Ingredients used by suppliers may also be processed in facilities that handle allergens.

Customers with food allergies or dietary restrictions should use their own discretion when consuming our products.

Batter Up Bakery is not responsible for allergic reactions, injuries, or other adverse events resulting from the consumption of our products. Responsibility for informing guests of potential allergens rests solely with the client.

## **DELIVERY, PICKUP & PRODUCT CARE**

Delivery services may be available depending on location and schedule. Local deliveries within the Twin Falls area may qualify for complimentary delivery. Additional fees may apply for surrounding areas.

All products leave Batter Up Bakery in excellent condition. Once an order has been picked up or delivered and accepted, Batter Up Bakery is not responsible for any damage caused by transportation, handling, storage, weather conditions, or other circumstances beyond our control.

Customers are encouraged to inspect their order upon pickup or delivery. Acceptance of the order confirms that it has been received in satisfactory condition.

For delicate items, please follow all storage and handling instructions provided. Cakes and desserts should be transported on a flat, stable surface such as the vehicle floorboard or cargo area. Orders should never be transported on seats, laps, or unstable surfaces.

Products should be kept away from direct sunlight, excessive heat, warm vehicles, and direct air vents. Failure to properly store products may result in melting, shifting, or damage.

For outdoor events, Batter Up Bakery is not responsible for damage caused by weather, insects, animals, or environmental conditions.

## **PICKUP APPOINTMENTS**

Pickup times are scheduled by appointment. Please arrive during your agreed-upon pickup window.

If you are running late, please contact us as soon as possible. We understand that delays happen and will do our best to accommodate schedule changes when possible.

Customers who fail to arrive for their scheduled pickup without notice may be required to reschedule based on availability. Due to delivery schedules and existing commitments, same-day accommodations cannot be guaranteed.

Orders not picked up on the scheduled date may be subject to cancellation or disposal due to the perishable nature of baked goods. No refunds will be provided for abandoned orders.

## **CANCELLATIONS**

Cancellations made after a deposit has been paid will result in forfeiture of the deposit. Any remaining balance paid may be refunded at Batter Up Bakery's discretion depending on the timing of the cancellation and work already completed.

## **RIGHT TO REFUSE SERVICE**

Batter Up Bakery reserves the right to refuse service, cancel orders, or decline requests that are inappropriate, or outside the scope of services offered.

## **AGREEMENT**

By placing an order and submitting payment or a deposit, you acknowledge that you have read, understood, and agreed to all Batter Up Bakery policies and terms outlined

above.

208-751-5861

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