

Thought You'd Never Ask

HOW MUCH DO YOUR CAKES COST?

Prices vary depending on size. We often run in-store specials and holiday promotions for our Midi Bundt cakes, so those generally start at \$18 each. Our Big Bundts, which generally serves about 12-10 people, start at \$32.

YOUR CAKES LOOK GOOD, BUT DO THEY TASTE GOOD TOO?

So glad you asked! YES! Our cakes are made using only high quality ingredients including real butter, milk, flour, sugar, eggs and fresh fruit.

We also constantly testing and trying new flavor combinations to ensure innovation and originality!

Also, NO FROZEN STUFF HERE! Our cakes and treats are baked fresh. So, YES! They do taste as good as they look!

DO YOU SELL READY-MADE CAKES?

Yes! Ready-made cakes are often available during advertised bake sales for special occasions, Pop Up

Shop events, and during the holidays. Availability is always advertised on our Instagram / Facebook pages!

DO YOU MAKE GLUTEN-FREE OR DIETARY CAKES?

We are currently working on creating gluten-free option. Unfortunately, at this time we do not offer sugar free desserts simply because we have not found recipes that we think are as amazing as our regular items. Sorry, but we possibly will in the future.

DO YOU DELIVER?

Yes, we deliver within 20 miles of our bakery (we service Los Angeles county). We offer free local delivery within 5 miles of our bakery.

**Minimum order for delivery is \$50. Price of delivery is based on location. You can CONTACT US, with details regarding your request and we can send you a quote.*

DO YOU SHIP YOUR CAKES?

WE do NOT ship our cakes, for many reasons, but mostly because we couldn't GUARANTEE if would make it in one piece!

We DO, however ship our BOSSY JARS (cake in a cup), cake push-ups, peach or apple cobbler jars, cookies, and brownies — they make GREAT gifts! EVERYONE loves a fun surprise, so be sure to CONTACT US today to order any of our SHIP-ABLE SWEETS!

HOW CAN I ORDER A CAKE, MINI BUNDTs, OR COOKIES?

There are currently 3 ways to order! You can call/text us, email us at sales@bossybundts.com or CONTACT US HERE! Either way, we'll need ALL the details regarding your request and/or event in order to provide you with a quote. (Date, time, flavors, amount of servings needed, etc)

HOW LONG WILL IT TAKE FOR YOU TO GET BACK TO ME?

We will review your submission and get back to you within 24-48 hours. For faster service, you can send us a text Wed-Mon 10AM-6:30PM at 310-817-0873. Remember, we are currently closed on Tuesdays. Yes, we know

the operating hours are odd but we are currently in the process of transitioning from homefront to storefront.

DO YOU HAVE A RETAIL STORE WHERE I CAN WALK IN AND PURCHASE TREATS?

As previously mentioned, we are in the process of opening our very first retail bakery location in Redondo Beach, CA at the Southbay Galleria Mall (third floor across from AMC Theaters). Yay! More info will be provided upon opening. You can also follow us on Facebook or Instagram for updates.

HOW EARLY SHOULD I PLACE MY ORDER?

An order should be placed as soon as you have finalized all the details of your event (amount of servings needed, budget, etc.). Since we are usually booked a few weeks (or sometimes months) in advance, we

encourage early ordering. (3-5 weeks advance notice is recommended, but we're happy to fit you in whenever our schedule permits.)

3-5 WEEKS!?! ARE YOU CRAZY!?!

Trust us, we are **IN BUSINESS** to help serve as many customers as humanly possible. **HOWEVER**,

1. We **ARE HUMANS**, and there are only so many hours in the day.
2. We love you, and would be **HONORED** to create a freshly baked sweets and treats for you.

But don't be mad at us if you wait until the last minute or if we're sold out.

We take all the orders we can fit into our production schedule. If we're booked, it just simply means other people **DID NOT** wait until the last minute. We sometimes have flash sales or extras from other clients orders that we advertise via Facebook or Instagram for last minute orders!

IS A DEPOSIT REQUIRED TO PLACE AN ORDER?

Yes. For orders \$100 and up, We require a non-refundable 50% deposit to book your order. All other orders must be paid in full upon placing the order. If your balance is not paid **IN FULL** one week prior to your event date, you forfeit your deposit, and risk not being accommodated.

WHY IS IT NON-REFUNDABLE?

Well, there would be **NO WAY** for us to go back and get all of the customers we said **NO** to, to backfill **YOUR SPOT** if you decide to cancel your order. Your deposit ensures availability **FOR YOU** and we manage our entire team and production schedule based on **YOUR ORDER** once you book it.

BOOKING

After we discuss the details of your event and decide on your finalized dessert order, if you are interested in booking and would like to proceed, we would require a non-refundable 50% deposit to secure your date. The remaining balance must be paid in full one week prior to your event. The balance and deposit are **NON-REFUNDABLE** and **NON-TRANSFERABLE**, meaning you can **NOT** cancel one date and then change it for another.

WHAT FORMS OF PAYMENTS DO YOU ACCEPT?

We accept all credit cards and cash. (Cash is only accepted at Pop Up shops) For your

protection, we do NOT process credit card orders over the phone. However, for your convenience, we can text or email you an invoice for you to pay online.

WHAT IS YOUR REFUND/ CANCELLATION POLICY?

A non-refundable deposit of 50% is due upon order placement. Balance is due in full one- week prior to your event. If an order is not picked up on the day of scheduled pickup or delivery is denied, the client is still responsible for the full balance of the order. We will make every attempt to contact you in the event of a missed pickup or denied delivery. If a cancellation is made less than one week prior to your event, the balance is still due in full. *Please understand that when you book an order, we decline other orders. If you cancel, that could result in thousands of dollars lost, just to accommodate your order.

IN THE EVENT OF CANCELLATION:

1. All requests for cancellation must be made in writing.
2. If a cancellation is received,

your deposit will not be refundable.

3. If a cancellation is received less than one week prior to the promised delivery/pickup date, the full balance is still the client's responsibility.

We hope that we've answered all your questions! If we've missed anything, drop us a line.

THANK YOU from the bottom of our hearts for even considering BossyBundts! To say THANK YOU, join our mailing list and we'll send you a FREE SWEET DEAL straight to your inbox!

We can't wait to bake for you!

xoxo, Team Bossy Bundts