

*Policies, Procedures & General Information**

Before placing an order, please read this in its entirety and if you have any questions, please feel free to contact me.

280 Franklin Sweets is dedicated to providing its customers with quality treats at affordable prices. All treats are made by me, by hand, with the same level of precision and care for each and every piece.

ALL PRODUCTS ARE MADE IN A COTTAGE FOOD OPERATION THAT IS NOT SUBJECT TO FLORIDA'S FOOD SAFETY REGULATIONS

Florida DBPR SafeStaff Foodhandler Certificate #6080251

ORDERING POLICY

Minimum order of one dozen (12) per treat unless specified otherwise on menu. Orders should be placed a minimum of 7 days prior to pick-up date. Orders that requiring shipping must be placed a minimum of 21 days prior to date needed to allow adequate shipping time. (See shipping policy below).

Please state any allergies or special requests at time of order placement. My kitchen is **NOT** nut free. Please be specific regarding any potential allergens.

Your order **MUST** include: the menu item, quantity, type of chocolate (if there is an option), colors for decoration, and a valid email address and phone number. You **MUST** specify pick-up date and time with order placement. If you are placing an order that requires shipping, you **MUST** also provide your full name and shipping address for the package(s).

All custom work (colors, flavors, etc...) must be discussed and agreed upon at time of order placement. Inspo pictures are welcomed, but not duplicated without permission from creator. Each treat is decorated by hand and therefore no 2 will be identical.

You will receive an invoice via the email you provided in approximately 24 hours of placing your order. Please review the invoice for accuracy as this will become your order confirmation. Full payment is due upon your receipt of invoice. Once payment is received you acknowledge the order details are correct and **280 Franklin Sweets** can accept your order. **280 Franklin Sweets** will not obtain products, begin work or consider your order placed, prior to full payment being received.

Payment can be accepted via Venmo (or cash if attending one of the open house events).

PACKAGING POLICY

Each item is individually wrapped and heat sealed for maximum freshness. Florida Cottage Food Law states each item must be labeled with very specific information regarding ingredients, allergens, etc... If you do not wish to have these labels on your treats, please advise at time of ordering and I will attach labeling information to your invoice and if shipped, in your box as well as required by Florida Cottage Food Law.

SHIPPING POLICY (Contiguous US)

Florida Cottage Food Law states it is legal to sell via internet and ship. Shipping is available for custom orders of one dozen or more. Orders are shipped Monday – Thursday only. Costs of shipping is the responsibility of the customer and will be added to the invoice total.

Unfortunately delays in shipping can occasionally occur. **280 Franklin Sweets** has no control over the USPS, therefore we will only ship USPS Priority Mail, Federal Express or UPS (whichever rate is lowest) so we can provide you with the tracking information. **280 Franklin Sweets** is not liable for any delay in delivery caused by the couriers.

CANCELLATION POLICY

Cancellation of orders within 24 hours of being paid will receive a full refund; after that time all payments are considered forfeited and are non-refundable. While I understand life happens, please understand refunds cannot be provided once products are purchased and preparations for its completion have begun.

THE ABOVE TERMS AND CONDITIONS APPLY UNLESS OTHER ARRANGEMENTS HAVE BEEN DISCUSSED AND AGREED UPON BY BOTH PARTIES IN WRITING PRIOR TO PLACING ORDER.

CHOCOLATE CAN NEVER BE IN DIRECT SUNLIGHT. Most solid chocolate items will stay fresh in an airtight container, cool and dry at a temperature no higher than 70 degrees for a period of 2 – 3 months. Chocolate dipped food items will stay fresh in an airtight container, cool and dry at a temperature no higher than 70 degrees for approximately 1-2 weeks. Chocolate should not be kept in refrigerator (unless specified); however certain chocolates, confections, and cookies can be frozen in an airtight container for up to 3 months. Please ask for details with your specific treats.

THANK YOU FOR YOUR SUPPORT. I LOOK FORWARD TO PREPARING YOUR ORDER.