

TERMS OF SERVICE

Thank you for choosing Sweets By Chubby Cheeks, LLC

PLEASE READ THESE TERMS IN FULL

Please review your invoice, the date, the dessert flavors, size, design theme/style and any attachments including inspiration photos. These details note the final decision made between Sweets By Chubby Cheeks, LLC and the customer for the order.

If for any reason, you do not agree to any of the details noted in the invoice prior to payment, you are welcome to decline the order by sending an email to sweetsbychubbycheeks@gmail.com.

Orders cancelled after payment has been made are subject to the terms below.

Your payment serves as your signature & agreement to these terms.

CANCELLED OR RESCHEDULED ORDERS

In the event that you need to cancel or reschedule your order, please do so no later than 5 days before your desired order date. In the event of a cancelation, deposits are NON-REFUNDABLE. Any balance paid after the deposit can be refunded if the cake is canceled prior to 5 days before the order pick-up date. Cancelations within 5 days of your order due date WILL NOT be subject to a refund.

DEPOSITS & FINAL PAYMENT

DEPOSITS:

A 50% non-refundable deposit is due within 48hrs of the invoice being sent to secure your order date.

Orders will not be confirmed & added to Sweets By Chubby Cheeks calendar until the deposit has been paid, in order to allow all interested customers a chance to book.

Your order will be cancelled & your date may become unavailable in the event that your deposit is not received within 48hrs.

Phone: (443) 929-4650

Website: www.sweetsbychubbycheeks.com

FINAL PAYMENT:

Final payment for your order is due no later than 72hrs before pick-up or delivery and 2 weeks before all wedding orders.

REFUNDS & DISCLAIMERS**NO REFUNDS:**

In no event shall Sweets By Chubby Cheeks, LLC be required to refund any payment charged for any order. As noted above, in the event you cancel or reschedule your order within 5 days of your order due date, you WILL NOT be subject to a refund.

DISCLAIMERS:

- Sweets By Chubby Cheeks, LLC products may contain & come in contact with milk, wheat, nuts, soy & other allergens. If any of your guests have allergies, it is your responsibility to notify them of the risk & any possible allergens.
- Sweets By Chubby Cheeks, LLC is a cottage food business, and our food is made in a home kitchen that is not subject to Maryland's food safety regulations.
- Depending upon the design, your order may contain non-toxic items. Any order with fresh florals will be wrapped in floral tape to keep your food safe. All metallic sprinkles, acrylic toppers, card stock toppers and decorative items are not to be consumed. Gold and silver luster dust, colorful foil and glitter are "nontoxic" decorations. It is the sole responsibility of the customer to notify your guests that certain decorations are inedible/nontoxic.
- We photograph our cakes, and we reserve the right to use any photographs for display or promotion without compensation to you. We welcome and encourage sending any inspirational images of styles and designs for your cake. We will use those images to create a very similar cake but please note **WE DO NOT REPLICATE CAKES!** For color matching we ask that you provide a swatch of the shade you would like. We will do our best to match the color to within 3 shades (darker or lighter). With edible products and food grade dyes exact matches are sometimes difficult to achieve. Also be advised that dark colors will sometimes taste a little bitter and can stain.
- Performance of this agreement is contingent upon the ability of Sweets By Chubby Cheeks, LLC to complete the agreement and is subject to labor disputes or strikes, accidents, Acts of God, and other causes beyond our control.

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PACKAGING & CARE

CARE:

Sweets By Chubby Cheeks, LLC will notify you of care instructions for your order prior to or during pick-up or delivery. You are responsible for providing a level surface & suitable environment for your desserts.

We strongly advise against placing your desserts outdoors or in direct sunlight. Sweets By Chubby Cheeks, LLC is not responsible for any damage to your order due to outside elements.

PACKAGING:

Your desserts will always be packaged appropriately and securely for travel. It is best to place your desserts on a flat surface such as the floor of the car or trunk. Your desserts should never be placed in the seat of the car.

PICK-UP & DELIVERY

PICK-UP:

All orders must be picked up on the agreed date and time. A grace period of 30-minutes will be given if you are running late. If after the 30-minute grace period your order has not yet been picked up, late customers will need to reschedule their pick-up at a later time.

DELIVERY & SET-UP:

Delivery and setup are an additional cost and are only offered if we have availability to do so. We are not responsible for any damage to your desserts after setup is complete. You are responsible for providing an appropriate & secure table and environment for your cake(s) and desserts. An optimal room temperature of 75 degrees or below is best.

LIABILITY & CHANGES

LIABILITY:

Sweets By Chubby Cheeks, LLC is not liable for any damage that may arise related to your desserts once your order has been picked up or delivered.

CHANGES:

It is your responsibility to thoroughly review all details of your order prior to payment. If Sweets By Chubby Cheeks, LLC is not notified of any changes to be made prior to submitting final payment, we will assume your agreement and move forward with fulfilling the order according to the invoice details.

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SERVINGS & DÉCOR

SERVINGS:

The serving size noted on the order form is based on personal research. Sweets By Chubby Cheeks, LLC is not responsible for cake serving shortage.

INEDIBLE DÉCOR:

Florals, support dowels & any other inedible décor products are to be removed from your order prior to consumption. You acknowledge that these are not food products and may be harmful if consumed.

THANK YOU FOR YOUR SUPPORT

My business would not be what it is without my customers. You and your support are greatly appreciated.

Tayja Satterfield