

Policy & Procedures

**Please note that as a custom bakery, we are only able to accept a limited number of orders per week and therefore operate on a first paid, first served basis. We DO NOT hold dates on our calendar without a paid invoice/retainer fee.

Payments

(Rush orders less than 10 days of the request event will incur a 20% fee)

*50% NON-REFUNDABLE retainer fee will be due for all orders over \$100. Orders that are less than \$100 must be completed in full within 24 hours from the time the invoice has been requested. If payment is not received within 24 hours, the order will be cancelled (see cancellation policy). All remaining balances are due 2 weeks before your event.

*Please advise on any changes BEFORE submitting payment. Once payment is received, any additional changes must be submitted via email and approved by the baker and a new invoice will be completed to reflect the new changes. There is a 10% fee associated with this request.

Shipping

*Once product is picked up/delivered/shipped, we are no longer responsible for it. Many products are weather sensitive and made with chocolate or ingredients that may melt. Please handle with care and keep in a cool area out of direct sunlight.

Due to the nature of the product, I cannot be responsible for any damage made during travel after pick-up or shipment. No refunds or price adjustments will be given. Some cookie/dessert designs are more prone to breakage than others, in these circumstances special care is given to decrease the risk of damage.

Cara Bella Creations by Shauna uses the following carriers (UPS, FedEx and USPS). Shipping is typically estimated at 1-4 days depending on the location, but it is NOT GUARANTEED. You have the option of upgraded to expediated services for an additional cost. It may be wise to add on the signature option (additional cost) to ensure the package arrives in your hands. All of these options would need to be selected prior to completion of the invoice. We will not be responsible for any shipping delays due to weather, incorrect addresses, or natural disasters. It is best to place the order in a timely manner to ensure prompt arrival.



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Cancellations

Should you need to cancel your order; your payment can be applied to another order within 3 months of your original event. Pending you notify us in writing (email), 3 weeks and there is no conflict to the current schedule. Should the baker need to cancel your order in the event of an emergency, all payments will be refunded immediately and baker will do her best to refer you to a colleague who can complete your order.

Pick-Up and Deliveries

Effective January 2019 there will only be direct pick-ups (McDonough, GA) and deliveries. Please keep the pick-up location in mind when placing an order. Occasionally, there will be pre-sales with special pick-up locations/times. That specific information will be provided at the time of the event.

*Regular Pick-Up Hours/Days

Wednesday thru Friday 5-8:30pm

Saturday thru Sunday 9am-12pm

Note: Other pick-up times may be available pending there are no scheduled deliveries.

"Sweet" Care Instructions

Cake: When picking up a cake to personally transport, make sure the temperature inside your vehicle is 74 degrees or lower. The cake needs to be placed on the floor board of vehicle. DO NOT place in the seat, on someone's lap or on the trunk area. These positions will compromise the stability of the cake. All cake should be kept from any direct heat or sunlight.

Cookies: that are left in their sealed packaging will stay fresh for up to 3 weeks! They can also be frozen as well. Place the sealed cookies into a freezer grade zip-lock bag. Then place inside of a freeze-proof container for up to 3 months. When it is time to unthaw keep the cookies inside the container until they reach room temperature. Dark Icing may bleed a little but they will still look nice and taste delicious!

Macarons: will need to be kept refrigerated the event takes place. Pull them out to unthaw at least 30-45 minutes before the event.

Cake Pops/Doughnuts: These need to be kept in a cool section of the home/venue until the time of the event. Any exposure to any level of heat or extreme cold elements will cause damage.

Product Information

*Our products may contain or come into contact with milk, wheat, nuts, egg and other allergens. You agree to notify the vendor prior to placing an order of known allergies. You will take responsibility in notifying your guests of this risk and hold us harmless for allergic reactions.

* If you have any additional questions or concerns or would like to schedule a consult for your event. Feel free to reach me via phone {470} 318-7645 or by email: events@carabellacreationsbyshauna.com

