

# Terms and Conditions

Please read this page in its entirety before ordering! By placing an order with The Cookie Jar and paying your invoice, you acknowledge you have read these terms and conditions.

## **Payment Due**

Payment is required in full at the time of order. You pay, I'll bake! Payment is required up front so that I can source cookie cutters or other ingredients and packaging. Your payment reserves your pickup date and time. I will invoice through my website where you can pay by Venmo (@Stacey-Britner) or credit card. If you prefer to pay by cash, please let me know at the time of your order and make plans to drop your payment off at my home.

I will not start your order until payment is received. Your order is not on my calendar until payment is received in full. Payment must be made as soon as possible to secure your spot on my calendar. Payment for pre-orders are due at the time of order. No refunds will be offered for pre-orders under any circumstances.

## **Refund Policy**

I can offer refunds up to 24 hours after the payment has been accepted (unless it is a pre-order - all sales are final). Unfortunately, after that time, I cannot offer refunds as I have likely started ordering products, designing, or making a cookie cutter for your order. Good news is, you will still get your cookies! Any other refund request - due to the personalized and perishable nature of my product, I have a strict no refund policy. This will not apply if there is an issue with the quality of the item itself, however we will work to remedy the situation together and you must contact me as soon as possible. If you fail to pick up your order within the 24 hour pick up time frame, your order will be forfeited with no refund given (see no show = no cookies policy). This is because I have spent a significant time preparing your order and used ingredients to prepare your order. Because of the nature of our business and our quality and freshness assurance, we will dispose of any cookies that are not picked up within 24 hours after the scheduled pickup time and you will NOT be refunded due to the above rules. This policy is subject to change at any time.

## **Inspiration**

Thank you so much for bringing me inspiration pictures! They are just that - inspiring. Your cookies will not be perfect replicas, but I'll do my best to keep them close.

## **Cancellation Policy**

If you do not pay for your order at the time of order, you are not on my schedule. As stated above, orders can only be canceled within 24 hours of payment being received for a full refund. Any order cancellation request outside of the 24 hours is non-refundable, but your credit can be saved towards a future order. This credit must be used within six months.

## **Shipping Policy**

As much as I would love to ship your order for you, as a cottage licensed baker, I cannot ship my products. However, if you want to ship your order, I can package them for you to be ready to ship so you have the best chance of the cookies arriving unbroken. There will be an additional fee (varies based on order) for the shipping supplies and time taken to prepare the shipment.

## **Pre-order Policy**

Pre-orders will be offered from time to time at the discretion of The Cookie Jar. These are provided on a first come, first serve basis and have a limited amount of spots available. No

orders will be accepted under any circumstances once the pre-order time frame has closed. Please read the full details of the pre-order when posted. No changes are allowed to pre-orders unless designated. Pre-orders require payment in full at the time of order. The full policies listed on this page apply to pre-orders. Pre-orders can only be placed through my website and will not be accepted by email, social media messages/comments, or calls/texts. Pre-orders have strict pick up windows that MUST be followed - I cannot arrange different pick up days and times.

### **Color Variations**

Each batch of icing is dyed by me. I will do my best to match colors as closely as possible to your inspiration or desired end look. Icing colors can fade or darken based on lighting and temperature so I cannot guarantee an exact match. I will do my best to represent your request but there are some limitations due to the nature of my product. Pre-order colors can also differ as I make samples ahead of time.

### **Bulk Orders**

Due to the custom work required for each cookie, we are unable to extend discounts regardless of quantity.

### **No Show = No Cookies**

Your cookies are best enjoyed fresh. Not showing up to the agreed upon pickup time forfeits your order. But take heart, any orders not picked up will be donated to the local food bank for any families in need. If you need to reschedule your pickup, please contact me no later than three days prior to your pickup time.

### **Delivery**

All orders are pickup only. Delivery can be an option if you live within 20 miles of the pickup location (my home) for an additional fee of \$25. Any delivery requests of more than the 20 mile radius can be considered, but the delivery fee will increase significantly. Essentially, I do not offer delivery for insurance purposes.

### **Pickup Dates and Times**

Pickup dates and times are decided closer to the order date (unless pre-order or drop cookies - those are set before a pre-order is posted or chosen by you at checkout). For pre-orders only: an email will be sent to remind you of pickup details. It is your responsibility to pick up within your designated window for drop cookies. Delivery (if applicable) and pickup times are set at that time. This is because other customers need their cookies too! I work full time, so this must accommodate my work schedule.

### **Change Cutoff**

Decisions are tough! But, I'm here to help. When your order is placed and payment is received, I typically start planning your order out at that time. I understand that themes change, however, changes must be made at least three weeks in advance to any order details or themes. This allows for time to order cookie cutters or other supplies needed for your order. Please note that a theme change could result in extra costs. If a change is requested within three weeks of your order pickup date, a small fee will apply.

### **In a hurry?**

While I can't accommodate all last minute orders, I will make my best effort to. On average, a cookie order takes 3 days from baking to completely decorated and ready for packaging. Some take longer depending on other details. I recommend to order as soon as possible and I do

reserve the ability to charge a rush fee if you place an order within one week of your pickup date or as needed.

### **Customer Care**

Providing a quality product that meets your expectations is my ultimate goal. I ask that if you have any issues with your order, you promptly let me know. Each order is hand crafted with high attention to detail. The more information you can provide to me about what you're looking for the better, so please be sure to provide as much detail and inspiration as possible! If you are unhappy with your order, please notify me at pickup. Once the items have left my home, no refunds will be given for any issues regarding design aspects. If you have a quality issue, please let me know and we will work to remedy the situation together. Any issues with quality must be addressed within 48 hours of picking up your order.

### **Allergies?**

Baked goods are often made with foods that can be known as allergens. Please be advised that these delightful treats have been lovingly crafted in a kitchen where tree nuts, gluten, and other allergens are present. While we meticulously follow all precautions to prevent cross-contamination, there remains a possibility that trace amounts of allergens may be present.

### **Wholesale**

Unfortunately I am unable to wholesale my cookies under Connecticut cottage food law.

### **In sickness and in health**

While death will never do us part, you're consuming food and with the consumption of anything there are inherent risks. Choking hazards, food illnesses, and allergic reactions are possibilities - albeit hopefully far reaching.

### **Weather Clause**

We do live in Connecticut after all, where one day we can see snow storms and the next it might be hurricanes. If pickup is not possible due to inclement weather, your order is heat sealed for a later pickup date. Unfortunately, no refunds will be offered due to weather related issues, but your order will be kept fresh for pickup at a later date.

### **Privacy and Safety**

The Cookie Jar respects the privacy of our customers. Your personal information will never be shared with anyone. I do like to post photos of orders to social media and my website ([www.thecookiejarct.com](http://www.thecookiejarct.com)), but will not do so until after your order pickup and your event date. We reserve the right to use any photographs for display or promotion without compensation to you. If you do not want me to share your cookies on social media or my website ([www.thecookiejarct.com](http://www.thecookiejarct.com)), please let me know before pickup.