



# Policy & Procedures

## How to book

- Orders can be placed via phone (Tuesday-Friday 10am-6pm) via email, and via website (WWW.SweetKbyR.com) 24/7!
- It is highly recommended to book at least 3 weeks in advance) to ensure availability.
- Orders placed the week of the event will be subject to a rush fee **\$25 minimum**.

**Order acceptance is NOT guaranteed!**

## Invoice, deposits & payments

- **AN INVOICE WILL BE SENT VIA EMAIL FOR ALL EVENT ORDERS**
- Orders \$100 or more will require a **non refundable/ non transferable 50% deposit**.  
Orders less than \$100 must be paid in full
- Deposits must be satisfied by 11:59pm to secure your order as well as your requested date and time.
- If invoice is canceled due to non payment and you wish to continue with booking, a **20% service fee will be added to recreate and resend invoice**.
- **Remaining balances must be paid 7 days prior to your pick up date**. Payments are due by 11:59pm on due date. All unsatisfied invoices will result in order cancellation and the deposit will not be refunded.
- **Orders placed anytime during the week before requested pick up date will require full payment upon receiving invoice (Order acceptance depends on availability)**.
- **Please read over the details of your invoice prior to making payment**. Any changes made after deposit is made will incur a \$10 fee per change.

## Pickup & Delivery

Please arrive at pickup location on the date and **at the time YOU requested!**

It is highly recommended to arrive at least 5 to 10 minutes before your requested time.

If you are late 5 minutes or more, a \$15 reschedule fee will incur and must be paid before order is rendered. Failure to pay will result in the order being auctioned or donated. You will receive a partial refund.

We understand certain situations may arise. If you are going to arrive late, please give us a call at least 30 minutes before your requested pick up time to make arrangements and so we can better accommodate you! We want you to get your treats! ❤️

Delivery is available ! MUST be mentioned at the time of booking! Delivery fee is based upon location.