



Policies (page 1 of 3)

Your order becomes reserved only when a contract is drawn up signed, and a 50% booking retainer is received. The retainer is paid to reserve your date and is NON-REFUNDABLE AND NON-TRANSFERABLE in the event of cancellation. Orders \$100 or less full payment is due at booking. Orders 12 weeks or less full payment is due at booking. Book your order as early as possible to secure your date. Dates are first come first served and we only do a limited number of orders per week. Final payment is due no later than 1 week before event date.

Delivery

Delivery and setup is \$25 for orders within a 25 mile radius. Distances over 25 miles will be the \$25 fee plus \$2 each additional mile one way.

Order pick up

If you opt to pick up your order instead of having it delivered you assume responsibility and can not hold us liable for any damage that occurs following release of order to client, during transport ,set up, or display. Orders must be transported in a cool air conditioned vehicle on a flat level surface (not in anyone's lap!). Transporting a cake , cupcakes or any sugar product is not a routine car drive. Think of it as if transporting a full uncovered glass of milk and stick of butter. Chocolate and candy coating melts with heat. Avoid sharp turns hard braking, excessive jarring, riding over bumpy roads, potholes and sitting orders in the seat (that is slanted). Preferably transport your order in the back of the vehicle. Prepare your vehicle in advance to clear any loose objects or debris. Pets are discouraged during order transport. Please adhere to agreed upon pick up time .Please pick up your order on time. A LATE FEE IS ASSESSED \$10 FOR EVERY 30 MIN LATE OF SCHEDULED PICK UP TIME. Items not picked up on scheduled date (without 24 hour prior notification to Mocha Joy Cakes to reschedule) forfeits products and payments. Any service and/or payments forfeited are non-transferrable.

Outdoor order display

Cakes, cupcakes and candy coated orders should never be displayed in direct sunlight or where sunlight may move. Your items contains real butter and milk products. So think of what sticking a glass of milk and a stick of butter does in heat. Make sure cake is placed on a level stable surface. Cakes are safest displayed with the cake table against a wall. We are not liable for orders displayed outdoors that conditions as heat, wind, humidity, unlevel ground, insects, and/or debris may weaken or damage your order and the cake and/or structure.



Policies (Continued page 2 of 3)

Cake, cupcake and candy coated colors

Our cakes come in variety of flavors and may be colored to suit your event. At this time our vanilla cake uses whole eggs and the inside cake has a pale yellow color. So we do not carry a "traditional white" cake.

Dark food colors has a potential to stain linens clothing furniture and teeth on contact. We will strive to accurately match your color choices and some deeper colors may require a significant amount of food color (reds, blue, purple, black). This may affect the flavor or quality of your product

Allergen

We DO NOT specialize in allergen free desserts. We are NOT a gluten free or nut-free kitchen. We will strive to eliminate contact with known allergens to the best of our abilities. Our products may contain or come in contact dairy, wheat, nuts, soy, various fruits, berries and other allergens you agree to notify your guests of this risk and hold us harmless for any allergic reactions. We cannot be held liable for allergic reactions that occur due to trace elements coming in contact with your order. Please notify decorator of any allergens at time of order,

Non edible parts.

Some parts of your cake have a support system that may include straws, cake boards candy sticks, non edible gems, gem ribbon, stainless steel cake wires and wooden dowels. Toppers and/or attachments may have toothpicks. Some outer decorations may have non toxic (non toxic..think of crayons) glitters ,luster dusts and plastic objects that must be removed before cake consumption.

Decorator's design.

Photos and visual information provided by customer are gathered for inspiration. Since the information provided is not an original design by this decorator(s) we will attempt to replicate and create your order as closely as possible to the best of our ability. THIS IS YOUR EVENT PERSONALIZE IT! Please be aware certain creative changes may come up for issues or emergency of the final design for the sake of stability or structural integrity. We will contact you prior to these changes. We reserve the right to photograph your cake to our own reference, display, or promotional advertising without compensation to you.

Changes

Any changes to guest count, flavors design, size, description, flavors, will be accepted until 2 weeks before the event date.. Changes may affect the price of your order. Amendments(changes) must be in writing and signed by decorator and client. After the lockout date we will not accept any changes.



Policies (Continued page 3 of 3)

Condensation

Cakes, cupcakes and candy coated desserts taken out of the fridge will "sweat" which may look like the fondant/coating is melting. Do not touch it. Let the items come to room temperature on its own and they will eventually dry. For cake pops leave the individual wrapper on and let condensation form on bag. Then remove bag from cake pop once condensation has cleared.

Cancellation

Orders cancelled prior to 14 days of event will be refunded amounts paid less the nonrefundable deposit/retainer (50% of order). Orders cancelled after the 14 day lockout period will not be refunded and deposit will not be refunded. In the event something occurs to affect you scheduled event date contact b us to discuss options. But please be upfront with any issues about your date, we will work hard to accommodate you. We understand things can come up out of your control. Communication is key.

Fresh flowers

In the case of fresh flower usage on your cake, the responsibility of flower safety and safe food practices will rest with the florist and not the decorator. The person placing this orders should obtain a notice of plant safety from the florist.

Rush order

Custom orders less than one week of the event date are additional \$50 fee. We cannot be held responsible for any figures, fondant pieces, structures that will not hold up to a similar piece (s) of work that should have allowance for proper set up/drying time.

Our guarantee

We promise to do everything in our power to deliver an order that exceeds your expectations. We will work at every level to make sure you are satisfied with your order. Please note that colors & design of actual orders may vary slightly from computer mock up from digital and edible components

Disclaimer

In case of an emergency or error in your order please let us know immediately so we can attempt fix the issue right away! Please call us the day of the event and explain the situation. In the rare case you are unhappy with your order you must call the day of the event so your order can be returned. Without proof you're unhappy with your order and will not be using it for your event, we will be unable to refund any portion of your payment. This is necessary to hinder the very rare case of "if we complain we get a free order". We are dedicated to satisfying our client's cake requirements. Please call or message if you have any questions [\(210\) 215-4034](tel:2102154034).