

Terms & Conditions

Last Updated: 02/20/2025

Welcome to **The Board You Love**! By placing an order, you agree to the following **Terms and Conditions** to ensure clarity, legal compliance, and a seamless customer experience.

1. No Refunds & All Sales Final

- Due to the **perishable nature** of our products, **all sales are final**. We do not offer refunds, cancellations, or exchanges.
- Customers are responsible for ensuring the **accuracy of their order details**, including event date, delivery address, and specifications before submission.
- If you have an issue with your order, contact us **immediately upon receipt** at cj@theboardyoulove.com.

2. Food Allergy Disclaimer

- Our charcuterie boards and grazing tables **may contain or come into contact with** common allergens, including:
 - Nuts & Tree Nuts
 - Dairy (Milk, Cheese, Butter)
 - Gluten (Crackers, Bread)
 - Soy & Other Common Allergens
- By purchasing, **you acknowledge and accept the risk of allergen exposure**. We assume **no liability** for allergic reactions.

3. Texas Cottage Food Law Compliance

- Under **Texas Cottage Food Law (HB 970 & SB 572)**, our products are classified as **homemade foods** and are **not inspected by health authorities**.
- We are **not permitted** to sell products requiring refrigeration or containing meat.
- All food items will include the required disclaimer:

"This food is made in a home kitchen and is not inspected by the Department of State Health Services or a local health department."

4. Payment & Booking Policy

- Orders must be paid **in full at checkout**.
- **Grazing Tables** require a **25% deposit** upon booking, with the remaining balance due **72 hours before the event**.
- Orders are not processed until payment is received.

5. Delivery & Pickup Policy

- **Pickup:** Available at a scheduled time. Location details will be shared in your confirmation email.
- **Delivery:** Available within approved service areas (fees may apply).
- **Missed Pickup/Delivery:** If you miss your pickup/delivery time, we are **not responsible for unattended food** and **no refunds will be given**.

6. Grazing Table Setup

- **Grazing tables are created onsite at your event location.** We arrive **1-2 hours before the event** for setup.
- Grazing tables are designed for **immediate consumption** and should be enjoyed within **2-3 hours**.

7. Liability Waiver

- Once your order is delivered or picked up, **we are not responsible for food handling, storage, or consumption.**
- Customers assume full responsibility for **proper food handling and storage.**
- We are **not liable** for any food-related illness due to improper storage or prolonged exposure to heat.

8. Agreement to Terms

- By placing an order, you confirm that you have read and agree to these Terms & Conditions.
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Frequently Asked Questions (FAQs)

Ordering & Payments

Q: How do I place an order?

A: Order through our [Book Now](#) page using **instant checkout (PayPal)** or submit a **custom order request** via [Google Form](#).

Q: Do you require full payment upfront?

A: Yes. **Charcuterie boards must be paid in full.** Grazing tables require a **50% deposit**.

Q: What payment methods do you accept?

A: We accept **PayPal, credit/debit cards, and invoice payments** for larger events.

Delivery, Pickup & Grazing Table Setup

Q: Do you offer delivery?

A: Yes! Delivery is available within our service area (fees apply).

Q: Can I pick up my order?

A: Yes! Pickup is available at a scheduled time.

Q: What happens if I miss my pickup or delivery?

A: **No refunds** are given if you are unavailable at your pickup/delivery time.

Q: How are grazing tables set up?

A: **Grazing tables are assembled onsite at your event location.** We arrive **1-2 hours before the event** for setup.

Cancellations, Refunds & Modifications

Q: What is your cancellation policy?

A: **All sales are final.** No refunds, cancellations, or exchanges.

Q: Can I modify my order after placing it?

A: Order modifications are accepted up to **72 hours before your event date**, subject to availability.

Food Safety & Allergies

Q: Are your products nut-free or allergy-friendly?

A: No. Our products **may contain allergens**, including nuts, dairy, gluten, and soy.

Q: How long do grazing tables stay fresh?

A: Grazing tables should be enjoyed **within 2-3 hours of setup**.

Texas Cottage Food Law Compliance

Q: Are your products inspected by health authorities?

A: No. Under **Texas Cottage Food Law**, our products are **homemade and not inspected** by health authorities.

Need More Help?

 **Email:** cj@theboardyoulove.com