



**Nana's Confections**  
**602 Jacks Creek Rd, Richmond, KY 40475**

**(502) 617-4081 or [nana@nanasconfections.com](mailto:nana@nanasconfections.com)**

Products are home-produced and processed. The bakery is registered with the state of Kentucky and uses ingredients compliant with state guidelines.

## Order Contract

### Section 1 - Order Details

**Customer Name:**

**Customer Phone:**

**Date/Time for Pick Up or Delivery:**

**Your Order Includes:**

**Order Details:**

**Your Order Total:**

**TOTAL** \$ \_\_\_\_\_

Payment can be made in cash, sent via PayPal or Venmo Me. Balance due at pickup.

## Section 2 - Order Policies

**In order for Nana's Confections to make every possible effort to ensure your satisfaction with our products, we require you to acknowledge the following:**

1. Policy Agreement - By submitting the required deposit for this order, I understand and agree that I have reviewed both the order details listed above and this policy.
2. Deposit - A 50% non-refundable deposit is required at least two weeks prior to the pick up date. Your spot on our calendar cannot be ensured until we receive your deposit. If the deposit is not received at least 14 days prior to the pick up date, your order is subject to cancellation.
3. Errors in Section 1 - Please review Section 1 of this form carefully. If anything is incorrect, please contact us immediately and a corrected form will be sent to you. Your deposit will be considered a confirmation that everything listed above is correct.
4. Cancellation - We understand unexpected things happen. If an order is canceled more than 2 weeks prior to the pick up date, we will be happy to transfer any payment made on that order, minus a \$25 consultation fee, to another order within 3 months from that date. If canceled less than 2 weeks prior to the pick up date, we will be unable to offer the transfer as materials and ingredients will likely have been purchased.
5. Refunds - We are unable to offer refunds, but we will attempt to correct any errors which occur with your order. We also cannot offer refunds on cancellations as we reserve that time specifically for you and may deny other orders for that date and/or time..
6. Allergens - Although every attempt is made to accurately label all products with pertinent allergen information, please be aware that the following allergens may be used in our kitchen.
  - a. Nuts and Nut By-Products
  - b. Eggs and Egg By-Products
  - c. Milk and Dairy Products
  - d. Varied Food Colors
  - e. Wheat
  - f. Shellfish
7. Responsibility for Products - Please ensure everything is correct with your order before you leave Nana's Confections on the pick up day. We are not responsible for any damage occurring to your order during transport, set-up or any time thereafter. Instructions on how to carry, transport, and store your order are listed below. Further instruction may be given at pick up. Please read them carefully. Keep in mind that baked goods are very fragile and damage can happen if not handled properly – such as cracks, smudges, melted frosting, etc.
8. Changes - Changes are accepted until 7 days prior to the date of pick up. We may not be able to make changes after that time as materials and ingredients have likely been purchased.
9. Every order is hand-made. Decorative finishes are done by hand and are subject to artistic interpretation. You may provide us with a photograph for inspiration; however, we make no claims for exact duplication of the work. We will make every effort to contact you if any significant changes must be made.
10. Late Pick Up - In order to accommodate the needs of all customers, you will be asked to schedule a specific time for pick up. If for some reason you must be late, please contact Nana's Confections to reschedule as soon as you know you will be late. Please keep in mind, multiple orders (pick up and delivery) may be going out on a specific date. We may not be able to reschedule your pickup to your desired time. If your date is changed, we will make every effort to preserve the integrity of your order, but cannot guarantee freshness and decorative integrity.

### TRANSPORTING AND STORING YOUR CONFECTIONS

- Place the cake box on an flat surface. If you are traveling on your own this can be in the trunk (unless temperatures are warm) or on the floor in front of the passenger seat.
- Always carefully support confections from the bottom of the container.
- Make sure the box is secured without putting too much pressure on the box (especially the top and sides) so it cannot move or slide around. Non-slip shelf liner or non-skid mats are excellent for preventing movement.

- We do not recommend holding the box on your lap as it is typically less steady than when placed on a flat surface.
- We do not recommend placing the box on the car seat as it is sloped and may cause damage.
- Drive slowly and carefully and try to avoid bumps in the road.
- Keep the temperature cool and the air conditioning going (if appropriate).
- Confections that have to travel for more than 1-2 hours may need cold packs or cooler bags to keep them from structural damage. We are unable to provide these items, but you can pick them up online or at local stores.
- When you have reached your designation, store your confections in the refrigerator, freezer or a very cool area to avoid melting. If your treats will not be served within a few hours, you may want to wrap the box in two layers of plastic wrap and store in the freezer until 30 minutes to 1 hour prior to serving depending on temperature where it will be served.
- Although displaying/serving your confections outside in hot weather is not recommended, if you do so, you should not take it outside until just before serving.

**All orders are subject to the policies listed above. Thank you for understanding the limitations of a small business and the fragility of baked goods.**

Please contact me if anything is incorrect in this order or if you have questions regarding your order or our policies. We truly appreciate you patronizing our business and will work hard to meet your expectations.

With sincere appreciation!

Rita Denief  
Nana's Confections