

Terms and Conditions

Pricing-Custom Sugar Cookies Regular Size Cookies

My custom cookies start at \$52/dozen. This includes 3-4 (other than white) colors and up to 4 designs. Prices increase from the base price based on intricacy, number of designs and number of colors, amount of airbrushing, script/lettering, metallics etc.

Mini-size Cookies

My mini size cookies start at \$30/dozen. This includes 3-4 colors and up to 4 designs. Prices increase from the base price based on intricacy, number of designs and number of colors, amount of airbrushing, script/lettering, metallics etc. Minimum 2 dozen mini-size cookies per order, if ordered on their own. If you are adding minis to a regular order the minimum is one dozen (must be same color scheme as the regular size cookie order)

Discounts

I do not offer bulk, wholesale or quantity discounts.

Packaging

Each of my cookies comes individually heat sealed to ensure maximum freshness. Each package is labeled with known allergens. All cookie orders are packaged in a bakery box, selected to best fit the quantity of cookies for easier transport. If you would like additional packaging for individual cookies with twin or ribbon, it's an additional \$12/dozen.

Colors and Designs

I will make every effort to match colors as best as possible when requested; however, I make all cookies and icing by hand so colors may vary, and I cannot guarantee colors will match. Especially using all-natural color powders. I will not replicate another baker's work, but I can use it as inspiration. As each cookie is made by hand there will be slight differences between cookies of the same design.

Availability

for custom decorated sugar cookies, I generally book 4-6 weeks in advance. When inquiring about available dates, please keep in mind that my calendar fills up very quickly and availability is subject to change. Inquiring about a date does not reserve your spot on my calendar. Dates are only reserved when your retainer fee has been paid.

Quotes

I will provide a quote for your order. Inspiration pictures or ideas are very helpful, and I will work with to develop a plan for beautiful cookies for your event.

Placing an Order

After receiving your quote, it is your responsibility to confirm or pass within 24 hours. Upon confirmation, I will send you an invoice via square with the details of your order. A 50% retainer fee (non-refundable, transferable dependent on my availability) is due within 48 hours of receiving your invoice. If the retainer fee is not paid within 48 hours, your order will be canceled. If you encounter difficulty making the payment, please contact me. Final payment (remaining 50% balance) is due 2 weeks prior to your pickup date/event. You will receive an automated invoice reminder on the day that the balance is due. Payment is due immediately and if not received within 48 hours of receipt of the invoice your order will be canceled. Your retainer fee will not be refunded and will not be transferable to a different date. Orders placed less than 2 weeks before an event date requires 100% payment upon acceptance of your quote. Please not last-minute orders may be subject to a rush fee.

Payment Options

Invoices may be paid through Square via credit card. Payment can also be made by cash (contact me to make arrangements, 100% payment required to reserve calendar spot.) I do not accept checks or PayPal.

Changing an Order

Changes to cookie designs, quantities, or event dates can be requested. I will make every effort to accommodate your request. All changes must be requested no less than 2 weeks before your event and may be subject to additional fees. All designs, quantities and event dates are final, 2 weeks prior to your event. Changes to your event date are subject to my availability. Please note that my calendar fills up quickly. I will make every effort to accommodate and work with you to find an alternate date; however, I may not be able to accommodate your date change.

Canceling an Order

I realize that things happen. Refunds will be given for orders that are canceled more than a week from the event date, minus the non-refundable retainer fee.

Pick up

Orders will be picked up from my home in Western Shawnee. My address will be included with your invoice, along with the pick-up date and agreed upon time window. You may send someone in your place, but please let me know who to expect. Please contact me if you are running late.

Order Release and Cookie Care

You may be asked to sign a release to confirm you have received your cookies in good order. Once you have left with your order, the order is no longer my responsibility. Please clear a flat surface in your vehicle to set the box(es) and/or bag(s) on. Floor of the vehicle is recommended in case you must stop quickly. Cookies are fragile and it is important to handle them with care. You will be provided with instructions on how to properly store your cookies. Cookies should be stored in a cool, dry location at room temperature and are best if consumed within 3 weeks of pick up. For longer storage, place your cookies in an air-tight container and freeze them for up to 3 months. Please DO NOT put your sugar cookies in the fridge; too much moisture may cause the cookies to sweat and/or colors to run.

Acceptance of Terms and Conditions

A copy of the terms and conditions will be attached to your invoice. Payment of your retainer/invoice indicates that you accept these terms and conditions as written.