



## SERVICE AGREEMENT

PLEASE READ THE FOLLOWING TERMS OF SERVICE AGREEMENT. BY USING OUR SERVICES, YOU AGREE TO THESE TERMS AND CONDITIONS. IT IS THE RESPONSIBILITY OF THE CUSTOMER TO READ THE TERMS AND CONDITIONS BEFORE COMPLETING YOUR PURCHASE. IF YOU DO NOT AGREE TO ALL OF THE TERMS AND CONDITIONS, PLEASE DO NOT PROCEED FURTHER WITH YOUR PURCHASE.

### -Invoices

Alisha's Baked Goodness will invoice the Client before completion of the order. The Client agrees to pay invoice(s) by the due date(s) specified. All orders require a 25% deposit to secure the date and booking. Final payment is due 7 days before order date. Orders placed with less than 14 days notice will require full payment due up front. Unpaid or overdue invoices may result in suspension or termination of the order.

### -Cancellation Policy

Cancellations are allowed up to 14 days before order date. Cancellations less than 14 days notice will forfeit any deposit made due to supply purchases or preparation that has been done for the order.

### -Cake Handling & Refunds

Once you or a designated party has picked up or accepted an order, it is considered "accepted". Refunds are only issued on a by case basis.

All products are the responsibility of the customer once it leaves our care. No refunds for cracks, smudges, melted frosting, etc. after acceptance. Photos are taken of our cakes before pick up/delivery for documentation. Persons picking up cakes agree to place cakes on floorboards of cars or on a flat trunk space. Drivers agree to drive with caution and not make sudden turns or stops.

Responsible party agrees to provide a sturdy and stable display and table for the cake or items ordered. You accept full responsibility for any damage done to cakes not being properly stored in an air conditioned environment or refrigeration. Buttercream cakes must be refrigerated. They are safe at room temperature 5-7 hours.

Cake flavor and texture is subjective. You may qualify for a percentage of a credit if the quality of the cake flavor or texture is determined to not meet our standards. Order credits of any kind will not be issued to customers who do not contact us within 48 hours.

### -Modifications to Orders

It is important that you look over the design details of your order in the estimate or invoice. Changes to your order after the deposit is paid are limited to certain exceptions. Changes made to orders may be subject to an administration fee. Please make sure all details have been discussed and confirmed prior to accepting.

### -Allergen Notice

Our products may come in contact with or contain allergens such as dairy, nuts, wheat, chocolate, and other allergens. You agree to notify your guests or consumers of our products of these allergen risks and hold us harmless against allergic reactions.