



TERMS + CONDITIONS

OUR GUARANTEE:

Sarah Belle Sweets will provide a professionally decorated dessert in a timely manner as specified in the invoice. We appreciate your business and we are honored that you have chosen us for your special celebration. We guarantee that the flavors, size, and general design elements will be met as outlined. If you are not satisfied with our product(s) please let us know at the time you receive your order. Once your order is accepted, refunds will not be considered.

CORONAVIRUS/COVID-19 DISCLAIMER:

I acknowledge the contagious nature of the Coronavirus/COVID-19 and that the CDC and many other public health authorities still recommend practicing social distancing.

I further acknowledge that Sarah Belle Sweets has put in place preventative measures to reduce the spread of the Coronavirus/COVID-19.

ALLERGIES:

Sarah Belle Sweets is not responsible for any allergic reactions or illnesses brought on by ingredients that were not stated by the client prior to the cookies being accepted. For a full list of ingredients that will be used in your order, please contact sarahbellesweets@gmail.com.

DESIGN VARIATIONS:

Although we make every attempt to provide an exact design and to match colors, custom cookies are a work of art. It may not be possible to match an exact shade of a color, but we will come as close as possible. The final product may be subject to slight variations. Also, be aware the exposure to light can cause the colors to change. We do not offer discounts or refunds if the exact shade of color is not achieved or if a variation occurs due to lighting. In the event that a major variation needs to be made, Sarah Belle Sweets will communicate this to the customer and see re-design approval.

SHIPPING DISCLAIMER:

Sarah Belle Sweets is not responsible for any damage to cookies during shipping. I acknowledge the care taken during packaging and understand that measures have been taken by Sarah Belle Sweets to prevent breakage during shipping. I further acknowledge that failure to deliver due to incorrect address information given on the order form. Please ensure that all information for your order has been entered correctly.

DEPOSITS, PAYMENTS, AND CANCELLATIONS:

For orders under \$200, a signed contract is required to consider this an order and for services to be rendered. Payment is due by the time of pick-up, or by the date of shipment. You will have up to one week before your "pick-up" or "ship-by" date (located on your invoice) to cancel or make changes to your order. Any changes requested after the signing of this contract cannot be guaranteed and may be subject to additional charges.

For orders over \$200, a deposit of 50% and a signed contract is required to consider this an order and for services to be rendered. The remaining balance is due by the time of pick-up, or by the date of shipment. You will have up to one week before your "pick-up" or "ship-by" date (located on your invoice) to cancel or make changes to your order. Any changes requested after the signing of this contract cannot be guaranteed and may be subject to additional charges.

If full payment is not received the due date, the order may be cancelled, or your cookies may be given away.

PRICING CONFIDENTIALITY:

By agreeing to this contact, you accept that you will not disclose the pricing of your order, listed on your invoice, to any third-party, except as required to be disclosed pursuant to the requirement of a government agency or by operation of law, rule or regulation.

REFUND POLICY:

All deposits are non-refundable. Refunds are not available for orders cancelled inside five (5) business days. For cancellations with more than five (5) business days' notice, credit may be given for a future order. These offers are subject to the pick-up date listed on your invoice. Please see more information below.

If I am unable to handle your order upon request, I will reach out to you directly. If you have pre-paid for your order and, during production, I become unable to fulfill it due to extenuating circumstances, you will receive a full refund equivalent to the cost listed on your invoice.

Sarah Belle Sweets will not offer refunds or exchanges for custom products that meet our quality standards once the cookies have been picked up/delivered and "Accepted" by you or another designated party. Additionally, under no circumstances will Sarah Belle Sweets provide a refund in excess of the cost of the order. All products are the responsibility of the customer once it leaves our possession. Refund requests due to decorating style, color shade or general decoration design will not be honored or considered. We only give refunds if the product does not meet the flavor, size, and general description detailed above.

Cookie flavor and texture is subjective. Refunds requested due to flavor or texture after the cookies have been accepted and picked up will be at the sole discretion of Sarah Belle Sweets. Sarah Belle Sweets may consider a store credit if the product is brought back to us and the quality of the cookie flavor or texture is determined not to meet our standards within 24 hours of your event. Quality determination is solely at the discretion of Sarah Belle Sweets. Our cookies are baked from scratch. Keep in mind, variety in temperature and humidity may impact the flavor, overall design, or texture of the cookies to some degree. Please understand we cannot control changes in texture or changes in color or shape due to weather conditions.

PHOTOGRAPHS AND MARKETING:

We respect the privacy of all our clients. We will not disclose the identity of clients (photographs of people, last names, event details, contract details) without permission. We do however, reserve the right to photograph baked goods and use those photos on our website, social media, or marketing materials. We also reserve the right to use any photographs for display or promotion without compensation to you.

Please allow two weeks for processing time. For multiple requests, please fill out multiple forms. For rush orders or direct information on current stock and pricing please contact me at sarahbellesweets@gmail.com.