

Baked By The Hoods

TERMS OF SERVICE

Bakedbythehoods.com



TERMS OF SERVICE

*Thank you for choosin Baked By The
Hoods!*

Please review the following which represent the agreement between Baked By The Hoods and the customer.

PLEASE READ THESE TERMS IN FULL

Please review your invoice, the date, the dessert flavors, fillings, size, design theme/style, and any attachments including inspiration photos. These details note the final decision made between Baked By The Hoods and customer for the order.

If, for any reason, you do not agree to any of the details noted in the invoice prior to payment, you are welcome to decline the order by sending an email to Chelsea@Bakedbythehoods.com.

Orders cancelled after payment has been made are subject to the terms below.

Your payment serves as a signature & agreement to these terms.

phone: 805-259-9541

Website: Bakedbythehoods.com

CANCELLED,
POSTPONED OR
RESCHEDULED ORDERS

In the event that you need to cancel, postpone or reschedule your order & Baked By The Hoods is notified more than 2 weeks in advance, we will honor your deposit and/or full payment made as a dessert credit up to 1 year.

Postpone: to put off an event with date unknown.

Reschedule: to schedule again with a new time & date set.

You are welcome to use your dessert credit for any order placed within 1 year of invoice sent. Rescheduling is subject to Baked By The Hoods calendar & availability.

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RETAINER & FINAL PAYMENT

RETAINER

A 50% non-refundable retainer is due in order to hold the order date.

Orders will not be confirmed & added to Baked By The Hoods until the retainer is paid, in order to allow all interested customers a chance to book.

Your order will be cancelled & your date may become unavailable in the event your retainer is not received.

FINAL PAYMENT

Final payment for your order is due no later than 5 days prior to pickup or delivery. 1 month prior to delivery for all wedding orders.

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REFUNDS & DISCLAIMER

NO REFUNDS

In no event shall Baked By The Hoods be required to refund any payment charged for any order. As noted above, in the event you cancel the order, postpone, or reschedule, a credit will be added to your account to be used on future invoices within 1 year.

DISCLAIMER

Baked By The Hoods products may contain & come in contact with milk, wheat, nuts, soy & other allergens. If any of your guests have allergies, it is your responsibility to notify them of the risk & any possible allergens.

Dependent upon the design, your order may contain non-toxic items such as fresh flowers or luster dust (typically used for drip & splatter). These products are used for enhancing decoration only & are not edible. Please email Chelsea@Bakedbythehoods.com if you would like to decline this particular decoration.

phone: 805-259-9541

Website:

Chelsea@bakedbythehoods.com

PACKAGING & CARE

CARE

Baked By The Hoods will notify you of care instructions prior to or during pickup or delivery. You are responsible for providing a level surface & suitable environment for your desserts.

We strongly advise against placing your desserts outdoors or in direct sunlight. Baked By The Hoods is not responsible for any damages to your order due to outside elements.

PACKAGING

Your desserts will always be packaged appropriately and secure for travel. It is best to place your desserts on a flat surface such as the floor of the car or trunk. Your desserts should never be placed on the seat of the car.

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LIABILITY & CHANGES

LIABILITY

Baked By The Hoods is not liable for any damage that may arise related to your desserts once your order has been picked up or delivered.

CHANGES

It is your responsibility to thoroughly review all details of your order prior to payment. If Baked By The Hoods is not notified of any changes to be made prior to submitting final payment, we will assume your agreement and move forward with fulfilling the order according to the invoice details.

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S E R V I N G S & D E C O R

Servings

The serving size noted on the pricing menu is based on personal research. Baked By The Hoods is not responsible for cake serving shortage.

INEDIBLE DECOR

Silk florals, support dowels, & any other inedible decor products are to be removed from your order prior to consumption. You acknowledge that these are not food products and may be harmful if consumed.

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THANK YOU FOR YOUR SUPPORT

My business would not be what it is without
my customers.

Whether it's your first or 5th time ordering, you
& your support are greatly appreciated!

Chelsea Hood, xoxo

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