

NAKED SWEET TREATS TERMS & CONDITIONS

DISCLAIMERS & LEGALITIES

Once you've received your order, Naked Sweet Treats **WILL NOT** be held liable for any mishaps due to improper handling, transport, or storage. Upon request, we will attempt to correct any damage at our discretion. Additional fees will apply.

Some treats will occasionally include non-edible pieces for decorative purposes. In cases like this, you will be notified. It is then **YOUR** responsibility to ensure safe consumption by removing inedible items before serving. Naked Sweet Treats does not use fillers, additives, or preservatives as ingredients, so treats are perishable. Cakes and cupcakes should be refrigerated until 30-45 minutes before serving.

Naked Sweet Treats is a home-based business operated out of a domestic kitchen. Be advised that products may contain or may come in contact with wheat, nuts, dairy, gluten, etc. As a customer, if you are allergic to any of these ingredients or to an ingredient you think we may use, but don't see listed; if an order is placed for someone who is allergic to any ingredients; or if you are simply not sure, please notify us immediately and specify preferences during consult so that the necessary precautions can be taken. **Naked Sweet Treats WILL NOT be held liable for any emergencies or anything related due to allergic reactions to treats or ingredients.**

CONSULTATION

Time is money, so all consultations in excess of 15 minutes require a non-negotiable/refundable \$25 deposit, which will be applied to your balance should you decide to place an order. Outside of Square, Naked Sweet Treats does not send out reminders for payments or order receipt. Your pick-up or delivery time will be confirmed one day prior.

ORDERS, PURCHASES, & PAYMENT

Cake prices include the basic design—the base and top edge piping for cakes and double swirl piping for cupcakes. Please note that specific theme requests or more than **ONE** icing color will incur an additional charge of \$15-\$35 based on the size of your cake or number of cupcakes. This fee is **ABSOLUTELY NON-NEGOTIABLE**. Please refrain from comparing Naked Sweet Treats to various franchises and bakeries that may charge less, as that will not impact this policy. In cases like this, Naked Sweet Treats reserves the right to refuse to conduct any current or future business with you.

Samples are provided on a case-by-case basis and at the discretion of Naked Sweet Treats. During the Covid-19 pandemic, we are taking every precaution to ensure our safety as well as yours. As a result, cake tastings are no longer being offered in my home. We can either schedule a meet-up at a public location, (masks required), or you can pick up your sample box. Samples are \$25 and are available up to five (5) flavors. Should you choose to proceed with an order, the sample fee will be credited to your final balance.

Orders of \$100 or less require full payment. Orders in excess of \$100 require a 50% non-refundable deposit. Deposits must be paid within 48 hours of placing your order. You must remit the remaining balance in full within one week of your event. All rush orders require **FULL** payment to include rush fees within eight (8) hours of placing. You are allowed two (2) free flavors per order. If requesting three (3) or more flavors, a fee of \$5 per additional flavor will be added to the order.

There is a mandatory two-week notice when placing orders. A rush fee of \$25 or more **WILL** automatically apply to any orders placed under the two-week order time frame.

Once your order is complete, you will be notified and sent detailed photos of your treats. Upon reviewing, if there are any issues, please inform us immediately.

Detailed invoices are generated via Square* and are automatically emailed to the address you provide at the time of order. Acceptable methods of payment include: Cash App, Venmo, Square*, and Zelle. ***A 3% surcharge will apply if paying invoice through Square.**

DELIVERY & SHIPPING

Delivery fees are as follows: Up to 10 miles—\$8; up to 20 miles—\$15. Any delivery over 20 miles will be charged \$0.75 per mile (**fees subject to change**). All delivery fees are automatically waived if your order is in excess of \$100.

Shipping is on a case-by-case basis as all treats do not travel well. Rates vary and are based on the size of the box, order weight, and weight of the cooling agent used for packaging (dry ice or frozen ice packs). Currently, treats are exclusively shipped with FedEx as the USPS has a history of not delivering on time and UPS is not cost effective. Rates are firm and non-negotiable. **Naked Sweet Treats will not be held liable for delays due to inclement weather, holiday rush, etc.** Your item(s) will be shipped in time for your event, usually with 1-2 days to spare. You will receive a tracking number once a label is generated so if there are any issues with your shipment once it leaves my possession, you will be able to contact FedEx for details or to file a claim.

CANCELLATION

Naked Sweet Treats understands that life happens and sometimes cancellations are necessary. Please try your best to notify us of ANY cancellations *at least THREE (3) days* prior to your event. Upon doing so, you will receive a refund **LESS** the deposit **AND** any monies already spent on custom supplies or décor. Keep in mind that some orders require a process that extends over multiple days, so if we have already started working on your order, **no refund will be applied**. Naked Sweet Treats will never, under any circumstances, issue refunds for treats that have already been consumed or that are not to your liking as flavors and textures are subjective.