

# cape batter Order Policy

## **Placing Your Order**

To place your order, please email us at [capebatter@gmail.com](mailto:capebatter@gmail.com) or send us an order request at [www.capebatter.com](http://www.capebatter.com) through our order form. We do our best to respond to all requests within a 72 hour window to consult and finalize your order. Upon completion, you will receive a confirmation email of your finalized order indicating order details and payment confirmation. Orders pending payment are not finalized.

## **Allergen Awareness**

Please be sure to make us aware of any allergen concerns in your party prior to finalizing your order. Due to our small batch premises, Cape Batter does not guarantee any allergen free products. We do, however, make it our highest priority to follow all Food & Human Safety guidelines to minimize any cross contamination.

## **Cake Supports & Inedible Elements**

Most of our cakes are assembled with structural supports to minimize damage during travel and/or to help support the structure of the cake. We utilize both wooden dowels and plastic support straws to help stabilize the cake's center. Please be sure to remove any supports prior to serving as they are inedible. We kindly request that you refrain from "smashing" cakes in faces or any other similar acts that could result in physical harm.

In the event an order design calls for elements that cannot be sculpted or created with edible components, fake flowers, real flowers, bamboo skewers, bottles, etc. will be used to achieve an overall aesthetic or theme. Please take care and remove these items prior to serving.

## **Finalizing & Payment**

Your order is finalized upon receipt of payment. At this time, all payment can be made via cash, check, or credit. Please make all checks payable to: Cape Batter Bakeshop & Cakery LLC.

All invoices include a Payment Due Date for finalizing your order. Failure to finalize your order by this deadline could result in cancellation. Submitting a request and receiving a quote or invoice DOES NOT secure your event pick up date.

## **Pick-Up/Set-Up/Delivery**

All finalized orders will have a scheduled pick-up date and time agreed upon by the customer and Owner and to be reflected in the order invoice. Orders not picked up on time will be held up to 48hrs and then discarded if no contact to reschedule pick up has been made by the customer. Local Delivery and/or Set-Up is available for an additional fee. At this time, only select cookies & desserts are available for shipping across the United States.

Please inform us if your order will be travelling a long distance so we may provide extra packaging support. We strongly encourage our customers to purchase deliveries for large orders or orders subject to damage during travel. We do our best to package and provide supports in larger cakes for smooth and safe travel to your destination. All cakes should be placed on a flat, level surface (floor, trunk of car, etc.) to avoid any shifting in structures. Please **DO NOT** place orders on the seat of a vehicle. The angled position will shift your order and could result in damage during travel. If possible, we always suggest our customers to bring an extra hand if they are picking up large orders whether in size or quantity. Cape Batter is not responsible for orders after pick-ups have been made.

## **Rental Policy**

Display stands and other materials are available for rent priced on a case-by-case basis. The cost will be reflected in the final invoice along with a security deposit in the event the client fails to return the materials or said materials are returned damaged and/or late. The security

deposit will be refunded to the customer once all materials are returned as follows: We require all rental supplies be returned within a 3 day timeframe from the event date and clean from any food debris. Please note that all metal & acrylic stands should not be scrubbed with any abrasive cleaning tools as it will damage the surface. This rental policy is for the client and event detailed and is not permitted for use by any other individuals on any other dates.

### **Cancellation Policy & Refund Policy**

Any order Modifications and/or Cancellations must be made one week prior to the order pick-up date and two weeks in advance for all large events & orders. All finalized orders are non-refundable.