

## Cake Care & Customer Agreement

Thank you for choosing us! We are committed to delivering high-quality cakes and providing excellent customer service. In order to ensure you have the best experience with our products, we ask that you carefully read and acknowledge the following terms:

### 1. Room Temperature Recommendation and the latest pickup 2-4 hours before event

To experience the full flavor and texture of your cake, please allow it to reach room temperature (~4 hours) before serving. Whether you pick up the cake on time or take it out of the fridge at home, it's essential to follow this step for the best taste and consistency. If you cannot pickup the cake 2-4 hours prior to your event, let us know and we will take it out of our fridge for you. **Please understand, no refunds are given for eating a cold cake.**

### 2. Ingredient Quality & Cake Storage

We pride ourselves on using only the highest quality ingredients, including real butter. Please note that butter, like the cake, will become hard when refrigerated. To maintain optimal flavor and texture, we recommend allowing the cake to reach room temperature before enjoying it – 4 hours

### 3. Cake Design & Customization

We strive to avoid any miscommunication and **will always refer to the details on your cake sheet as the final design. Reference pictures are for inspiration and may not exactly reflect the final product.** Please review the cake sheet carefully and let us know if any changes are required before pickup, as the details on the cake sheet are final.

### 4. Mistakes & Corrections

While we work hard to minimize errors, we are human, and mistakes can happen. If you notice a mistake at pickup, we will gladly correct it at no additional cost. If you discover an issue once you've taken the cake home, you may return the cake to us, and we will fix it at no cost. Please note, we do not offer on-site corrections or refunds after the cake leaves our store. When you pick up your cake, we ask that you confirm it is to your satisfaction, as this will indicate that it matches the order details as discussed.

### 5. Pickup Time

It is your responsibility to pick up your order within our openings hours. We will do our best to call you if we notice an order has not been picked up but we have much to do as well! This is why specific pickup times are discussed prior to placing an order.

### 6. Pre-payment/Order placement

Orders are only placed after a deposit/payment is made. Depending on how much lead time there is, a 50% deposit can be made. Anything less than 2 weeks will need full payment. Payment = ordered! We reserve the right to cancel your order or add a 20% upcharge if payment is not completed on time. (We will send 4 reminders after the invoice is sent).

### 7. Name Confirmation

For a smooth pickup process, the name listed on the cake sheet is the name we will use to bring out your cake. Please ensure the correct name is provided at the time of order.

### 8. Dissatisfaction & Refunds

If you are dissatisfied with your cake, we ask that you bring all of the cake back to our store for us to assess the situation and consider a potential refund. This is necessary so we can understand what went wrong and improve our service. **No cake to bring back = no refund.** Since we make everything by hand, we ask for your understanding that errors may occur from time to time.

- All cakes ordered 3 days or less in advance – 0% refund (we stand by our values and will not decrease the quality if ordered 3 or less days in advance)
- Any claims must be emailed to us at [cakedecorator@millstonebakery.com](mailto:cakedecorator@millstonebakery.com) within 24 hours of eating or you will receive 0% refund. We still value any feedback nevertheless.
- Note: threats of 1-star reviews on Yelp/Google will not make us cower in fear. We will simply respond to them explaining the truth and (most of the time) show readers that your requests are unreasonable 😊 We are fair and will acknowledge any mistakes made on our part, so equal value % refunds can be expected.

1. Ex: Correct design and incorrect filling? Only the filling (\$0-\$20) will be refunded, nothing else!  
Any questions about this? Let us know!

**9. Cancellation & Refunds**

We understand that life happens. If you need to cancel your cake after placing your order/making payment, we can do so and offer a variable percentage refund depending on how many days prior to the order date. Please see the chart below.

Days before pickup	Refund Percentage
2 weeks +	100%
1 week	80%
6 days	70%
5 days	60%
4 days or less	50%
3 days or less	0%

We can freeze your cake for up to one week in case of last-minute emergencies.

**10. Late fee or Overtime (OT) hour fee**

Because orders are only placed after payment, late payment is subject to a late fee of 20% the total price of your order. We only plan ordered cakes, therefore a late payment (late order) really throws a wrench in our planning. The same goes for placing an order when we are already full – we might be able to make your cake but our OT hours will need to be paid for. This will be determined by the decorator.

**11. Deliveries**

We will deliver between the discussed open 1-hour time frame. We do NOT leave any cakes/orders on a doorstep/outside. Someone needs to be there to receive the delivered product, or we will return back to the bakery with product in tow. We will wait up to 5 minutes upon arrival but will unfortunately leave after the 5 minutes are over, with the product. Any specific delivery details need to be disclosed prior to placing the order (ex: gate code, specific location with a large establishment, etc.). This is why the delivery time frame is so important to us!

**12. Respectful Communication**

We are committed to providing exceptional customer service and a high-quality product. However, we kindly ask that all interactions with our staff remain respectful. Rude or aggressive behavior will not help resolve any issues and may affect our ability to assist you. We value kindness and patience from both sides in creating a positive experience.

By writing your name below, you acknowledge that you have read and understood the above terms and agree to abide by them.