

JOELLES BAKERY AND CAFÉ

CUSTOMS POLICY

Definition:

An order is considered custom if it is not something we sell in our case daily, or if it is an amount of a daily item that is larger than the amount we sell in our case.

Payment:

All custom orders must be paid in full one week prior to completion date. We will not start if it has not been paid. Cancellations less than one week will not be refunded. Changes in order are at the discretion of the baker and dependent upon time, and availability of materials. We only take a limited number of cakes each week, therefore orders are only accepted based on our availability.

Picking Up Your Cake or Custom:

Be sure that you have a clean, flat surface to set the cake on while driving. Vehicles where the back seat folds in so the air conditioning can make it to the trunk are the best for traveling. If you are in a car, the floor is generally safer than the seat. If you have any questions or concerns about your cake (cookies, cupcakes, etc.) please voice those BEFORE YOU LEAVE THE SHOP. Keep in mind that icings and fondant can melt or be affected by heat and sudden movements while carrying or transporting. Joelle's Bakery is not responsible for any damage done to your order once it reaches the customer's hands. Joelle's Bakery handles all orders with the utmost care, and we never send cakes or customs out that are unfinished or unstable. Because we promise to always make sure your order meets our standards, you are responsible for also making sure it meets your standards BEFORE you leave the shop. Once you leave, Joelle's Bakery is **not** responsible or expected to fix any damages free of charge.

Integrity of Product:

When serving our product at a party with another bakery's product, we require that you properly notate which products came from which bakery. We only want to take credit for product that is ours, and want to ensure we receive credit for what is ours.