

Terms & Conditions

Welcome to **SYMPHANI DELIGHTS!** We appreciate your business and are honored that you've chosen us for your special event. We guarantee that the flavors, sizes, and general design elements will match our agreement. If you're unsatisfied with your order, please inform us immediately upon receiving it. Once we depart or you leave with your order, it is considered accepted, and refunds will no longer be available. By placing an order with us, you agree to our terms and conditions below.

Please read carefully.

- 1. Allergens** While we follow strict procedures to prevent cross-contact, there is a small risk of allergen presence in our products. By placing an order, you accept this risk if you or someone consuming the product has allergies.
- 2. Ordering** To secure your date, please place your order as early as possible. We recommend ordering at least three weeks in advance to ensure availability. Orders should be placed with a firm date in mind. While we strive to accommodate last-minute orders, availability cannot be guaranteed. Custom orders may require additional preparation time, so please consult with us to confirm your order timeline. Orders can be placed through our website or by email.
- 3. Deposits & Payments** We accept cash, Apple Pay, PayPal, Venmo, and Zelle. A 50% non-refundable deposit is required to confirm your order, with the balance due 7 days before delivery or pickup. Orders without a deposit are not confirmed and may be canceled if payment is not received. Final payment reminders are sent, but it's your responsibility to pay by the due date to secure your order.
- 4. Cancellations & Refunds** Cancellations are accepted up to 10 days before the scheduled delivery or pickup for a full refund. If we need to cancel, you will receive a 100% refund. If you need to reschedule, we will do our best to accommodate based on availability, but changes made within 10 days of the pickup date may incur a \$20 fee. We do not offer refunds for items that have been prepared or customized to meet quality standards. If there are issues with the flavor, size, or quality, please notify us within three hours of receiving your order, and we will do our best to resolve the issue. Requests may be eligible for credit of up to 25% if returned within five hours of receiving the order with at least 95% of the item remaining. Refunds will not be given for minor color or decor variations, as these are subject to slight differences. Cakes are made from scratch and should be kept at room temperature for at least an hour before serving. Temperature, humidity, and other factors may affect the product, which is beyond our control.
- 5. Delivery/ Pickup** The pickup time is typically at 10 a.m. unless otherwise arranged. The Pickup address will be provided once your order is confirmed. Please ensure timely pickup, as we are not responsible for the condition of items not collected on time. Deliveries are available upon request within a 30-mile radius, with fees starting at \$15, plus \$1 per mile after 15 miles.
- 6. Liability** Cakes with multiple layers or tiers may contain dowels or other supports for stability. These components are not edible, so please exercise caution when serving. Decorative items such as sprinkles or metallic accents may also be non-edible; please verify before consuming. We are not liable for any injuries from decorations or support elements. Handle cakes with care to avoid damage.
- 7. Tasting Events** Our monthly preview events allow customers to sample upcoming products and seasonal flavors. These tastings are available to those who register at least 3 days prior, and the schedule is subject to change. Registration for these events is required, and fees are non-refundable unless we cancel the event.
- 8. Cake Raffle** Each month, we hold a raffle featuring our signature flavors and at least one mystery seasonal flavor. Raffle terms, including entry requirements and deadlines, are detailed on our website. Winners will be notified via email or social media, and our decision is final. Cakes must be claimed within 3 hours of the winner announcement.
- 9. Privacy** We respect your privacy and are committed to protecting your personal information. Your data will be used only for order fulfillment and marketing purposes (if consent is given) and will not be shared with third parties.
- 10. Changes to Terms & Conditions** We reserve the right to update or change these terms at any time. Changes will be posted on our website and will apply to orders placed after the updated terms go live.

Weather can be unpredictable, so we ask that you plan accordingly and be on time for pickups. Delays impact our schedule and time. While we do not charge late fees, if you are late, we may not be able to assist immediately, and pickup may need to be rescheduled for a later time. We value your time, and we appreciate your understanding in respecting ours.

Thank you for choosing **SYMPHANI DELIGHTS!** We're excited to share our treats with you.

Customer Name: _____

Email Address: _____

Phone Number: _____

Preferred Contact Method: [] Call [] Text [] Email

Order Date: _____

Delivery / Pickup Address: _____

Delivery / Pickup Date: _____

Time of Delivery / Pickup: _____

Event/ Occasion: _____

Allergies: _____

Item(s)	Quantity	Price \$
		\$
		\$
		\$
		\$
		\$
		\$
		\$
		\$
	Subtotal	\$
	Discounts	\$
	Taxes	\$
	Grand Total	\$

Payment Method: [] Cash [] Apple Pay [] Paypal [] Venmo [] Zelle

Amount Paid: \$ _____

Payment Status: [] Paid [] Partially Paid [] Unpaid

Customer Signature: _____

Date of Confirmation: _____