

PAYMENT & REFUND POLICY

50% deposit due to secure the order and must be paid in full no later than 5 days prior to your due date.

NO REFUNDS

ALL ORDERS MUST BE SCHEDULED AND CONFIRMED FOR PICK-UP IN ADVANCE

Please be timely. We run a tight schedule here at Sweets by Sweets and will need to charge a \$25 late fee for every 30 minutes late.

DEPOSIT

To place an order and have your cake put on our schedule a 50% non-refundable deposit is required. Without the deposit, we will not add your cake to our schedule.

FINAL PAYMENT

Final payment is due 5 days prior to your event date. If payment is not made by this due date the cake will not be started, and may be cancelled. We will do our best to contact you in the event that you don't contact us by the date due; however, the responsibility to finalize your order is yours.

PICK-UP

We are not liable or responsible for the cake once it has left the property. We provide a well-built cake, but please note that cakes are very fragile and are easily damaged – especially larger cakes and those that are heavily decorated. Please, drive carefully. Cakes can be scheduled to be picked up during our normal business hours.

DELIVERY

You are welcome to pick up your cake at our bakery; however, we do offer delivery in the Las Vegas valley for a fee that ranges from \$25 to \$50 depending on where it's being delivered. We offer delivery to the Las Vegas Strip and its surrounding properties for a \$50 delivery fee. If you want us to deliver your cake to a venue where you will not be personally accepting your cake; we will obtain a signature from whomever you designate to accept your cake and we will take a picture of your cake once delivered. We are not responsible for your cake once it is delivered to your specified location. When delivering, our delivery person will wait up to 15 minutes beyond the specified delivery time, after which, we will reload the cake and you'll have to reschedule (and pay an additional delivery fee) for delivery of your cake. Also, please be sure that we have an accurate contact number so we can contact you if necessary.

REFUNDS

Refunds are not provided for any reason. Due to our attention to detail we spend numerous hours planning and preparing before even starting your cake. Not to mention the costs of processing your order, ordering supplies, and often stop taking new orders to make sure we can make the cakes we commit to. Cancellation of your order will leave a 'hole' in our schedule which may not be filled by another order.

SERVING SIZES

Custom cakes are designed to serve the number of people you specify, if you are serving larger slices of cake than our suggested serving size and run out, we are not responsible to provide additional cake. If you aren't sure how to properly cut your cake, please don't hesitate to ask us when you pick up your cake – we'll be happy to explain the process to you.