

## USEFUL INFORMATION

**MINIMUM LEAD TIMES:** In order to provide you with the best service possible, we require sufficient time to process and prepare your custom cake or cupcake order. For all special order cakes and cupcakes, we require a 3 day lead-time. For tiered cakes, hand-made sugar items, extensive detail work, custom decorated cookies and petits fours, we require at least 1 to 2 weeks lead-time.

**FIRST COME, FIRST SERVE:** For special orders we operate on a first come, first serve basis. We specialize in custom orders. We bake our products from scratch, and individually, custom decorate cakes, cookies, wedding cakes, etc. We take the time to carefully include all of the details that our customers expect. This process takes time, and we want to make sure that we allow enough time in our schedule to provide our customers with the best product possible. Occasionally, we may become "over-booked", and therefore, cannot accept any new orders (even if it is within the minimum lead time). Please order as early as possible.

**REFRIGERATING CAKES and CUPCAKES:** Our products do not contain preservatives, and are made using fresh dairy products, we recommend that you store them in the refrigerator, but serve at room temperature.

**SERVING CAKES AND CUPCAKES AT ROOM TEMPERATURE:** Before serving our cakes, remove from refrigerator a short time before serving. For best cake cutting results, we recommend that you use a sharp, non-serrated knife, dipped in hot water for each slice.

**DEPOSITS:** At least a 50% deposit is required at the time the order is placed (non-refundable with-in the minimum lead time). This deposit confirms your order. An order is not considered "confirmed" until a deposit or payment has been made.

**ALTERATIONS TO AN ORDER:** If possible, we will accommodate adjustments to your order, if requests are made before the minimum lead-time.

**DELIVERY:** Delivery service is available. A reasonable delivery fee will be assessed.