

CANCELLATION & REFUND POLICY

CANCELLATION POLICY (non-wedding):

All of Celso's Cakes Inc. cakes and products are made fresh to order; which guarantees our customers the freshest and finest quality available. You have right to cancel your order any time, in writing only, confirmation of cancellation from Celso's Cakes Inc is required. Your cancellation and refunds will be processed as follows:

- 1).** If you order is canceled within fourteen (14) calendar days prior the delivery or pick up, you will be refunded all monies paid except non-refundable and non-transferable deposits for any custom work. (Boxes, sugar flowers, toppers, any sugar art work etc.);
 - 2)** If you order is canceled in less than ten (10) calendar days prior the delivery or pick up you will be responsible for 50% of the total original cost plus cost of any custom work;
 - 3)** If you order is canceled in less than five (5) calendar days prior the delivery or pick up you will be responsible for 100% of the total original cost plus cost of any custom work.
- Any outstanding balance is solely your obligation and must be paid to Celso's Cakes Inc. within ten (10) business days of your cancellation date. Failure to do so will result in your responsibility for any additional administrative, collection or legal fees required to collect reminding balance. Please note that none of the reminding balances are transferable or redeemable for any other Celso's Cakes Inc products or services.

If you feel that your cake was not made as stated on your order or described in your order, you have a right to complain in writing only to Celso's Cakes Inc. to the address provided on your order or thru email at info@celsoscakes.com at the same day of delivery of your cake. Any complaints received after 24 hours are not accepted and no credit refunds will be processed, **NO EXCEPTIONS.** It is required to provide a proof (photographs, cake samples etc.) to receive any refunds. Please note that all color decorations (ribbon, fondant bow etc.) are made in the color described in the contract, kindly be aware that based on temperature, moist/condensation or any other climate the decoration may change color to a shade darker or lighter. Celso's Cakes Inc. does not provide refunds on pick up orders and it is not responsible for any damages after pick up or delivery.

CANCELLATION POLICY FOR WEDING AND GROOM CAKE ORDERS:

Please refer to signed wedding cake agreement. The above policy does not apply to wedding or groom cake orders.

If you have any questions, please contact us @ 770.242.3040