

# CANCELLATION & REFUND POLICY

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## **CANCELLATION POLICY:**

We require a minimum of 5 business days for all cancellations. All of Celso's Cakes Inc. cakes and products are made fresh to order; which guarantees our customers the freshest and finest quality available. If your order is cancelled less than 5 business days prior to pick up or delivery you will be held responsible for paying 50% of the total contracted price.

## **REFUND POLICY:**

If you feel that your cake was not made as stated on your order or described in your contract, you have a right to complain in writing to Celso's Cakes Inc. to the address provided on your order or thru email at [info@celsocakes.com](mailto:info@celsocakes.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 EXEPTIONS.** It is required to provide a proof (photographs) 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 cash refunds on pick up orders, only credit at our firm which can be used in 90 days from the date of the refund.

If you have any questions, please contact us @ 770.242.3040.