

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. using the address provided on your order or thru email at info@celsoscakes.com on the same day of delivery as your cake. Any complaints received after 24 hours will not be accepted and no credit refunds will be processed, **NO EXCEPTIONS.**

Proofs (photographs) are required in order to receive a refund. 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, moisture/condensation or any other climate the decoration(s) may change color to a shade slightly darker or lighter.

Celso's Cakes Inc. does not provide cash refunds on pick up orders, only credits redeemable at our firm, which must be used within 90 days from the date of issue.