



**We require at least 30 days. Events that are large may require more time in advance.)**

- **When is my order officially placed?**
- **Your order is not placed until you pay your deposit. We may have an opening but it is not considered yours until your deposit is paid.**

**How is my deposit amount determined?**

- **Deposit is 50% of your total including the delivery fee. All deposits are non-refundable**

**What if I want an item that is not listed on the website?**

- **Please send us an email through our “Contact Us” Page.**

**Can I cancel my order after I pay my deposit?**

- **Yes you can, you have 24 hours after your order is placed to cancel your order. After the 24 hours have passed your deposit is non-refundable and non-transferable.**

**Where do I pay my deposit and is it secure?**

- **You pay your deposit by clicking the “Buy Now” button on the order page. Yes, all payments are processed through PayPal. This protects us as well as the customer.**

**When is Final Payment due?**

**Final payment is due 30 days prior to your order being delivered. If final payment is not received by due date order will be canceled without notice.**

**I canceled my order 2 weeks before it was due, do I get my money back?**

- **Your order is due 30 days before your event. If you cancel any time after the 30 days, your order becomes non-refundable and non-transferable. All deposits are non-refundable and seek any additional expenditures to date, including but not limited to contracted labor, special orders, rentals, and/or proposal costs.**

**Do I receive a Consultation or free tasting?**

- **No, you complete the online order form and work out the order details through email. Face to face consultations are not necessary for events other than weddings or large gatherings of 50 to 150 people or more. A dessert and food tasting are at an additional charge.**