



## Order and Cancellation Policy

- Quote requests are accepted by
  - Phone: 972-869-0015 or 817-371-7357
  - E-mail: [lascolinas@outtatheoven.com](mailto:lascolinas@outtatheoven.com)
  - Website message: <https://www.outtatheoven.com/contact-us>
  - In-person in our store at 825 W. Royal Ln, Suite #110, Irving, TX 75039
- One of Outta The Oven's employee will meet the requestor in person or contact him/her within 1 week of receiving the request, depending on due date and availability
- Quotes are discussed through e-mail or in-person
- Once the customer decides to confirm the order and reserves the date, a contact with the decorator is organized with the purpose of validating the following information:
  - Customer's best contact phone number
  - Flavors to be used in the cake
  - Confirmation of the colors and design
  - Final pricing
  - Due date for the order
- A deposit of at least 50% (for cash payments) or a credit card number is needed to reserve the date and finalize confirmation. No product is confirmed until the deposit payment is complete. Deposit is non-refundable.
- If cancellation of an order takes place, we reserve the right to retain the non-refundable 50% deposit. If cancellation takes place less than 7 days before the event then we reserve the right to seek payment for 100% of the order value.
- The customer can provide feedback at the time of pick-up, and we will be happy to make adjustments at that moment. Because it is a customized product, no refund or return will be accepted under any circumstance. We are not responsible for transport of a cake by the customer or one of his/her representatives.
- If no one shows up at the due date, during our opening hours to pick up the order, or notifies us of a later pick-up, the order will be considered abandoned and the cake discarded. As stated above, no reimbursement can be expected.