



Custom Order and Cancellation Policy

- Quote requests are accepted by
 - Phone: 972-869-0015
 - E-mail: lascolinas@outtatheoven.com
 - Website message: <https://www.outtatheoven.com/contact-us>
 - Fax: 972-869-0046
 - In-person at 7979 N; MacArthur Blvd., Irving, TX 75243
- One of Outta The Oven's decorators will meet in person or contact the requestor 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. 50% of the price quoted at confirmation is non-refundable
- If cancellation of an order takes place, we reserve the right to retain your non-refundable 50% deposit. If cancellation takes place less than 7 days before the event then we reserve the right to seek 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 after pick-up