

Policies

Deposits: The Cake Company of Odessa requires a 30% non-refundable deposit for all orders and is required at time of order to be placed on the schedule. The deposit will be applied in full to your order.

Refund/Exchange Policy: It is our goal to wow you with your cake and dessert order. We want you to come back and use our service time and time again. On a few occasions we have an unsatisfied customer. If you are unhappy with your cake order, please let us know immediately and we can arrange a correction to your cake, as long as we are able. If arrangements can not be made, we will discuss credit depending on situation. Once a cake has been picked up by you or a designated party, it is considered "Accepted". All products are the responsibility of the customer once it leaves our shop. Refunds requested due to decorating style, color shade or general decoration design will not be honored after cake is "Accepted". All Credit will be issued as an in store credit to use on a future order. No Cash/Credit refunds will be issues to customer, unless discussed with owner and transaction is approved.

Order Cancellation Policy: We understand that things happen, and you may have to cancel your order with us. We accept cancellations by phone or walk-ins during business hours (Tuesday -Friday 10am-2pm or Saturdays 10am -12noon). A 1week notice is required on any special order cancellation. If you need to cancel your order, please contact the bakery by calling 432-339-CAKE. Your deposit (30%) will be forfeited, but any additional balance will be refunded to you in full.

Large Event Cake (Quinceanera or Corporate) Cake Cancellation Policy: Large events cakes take weeks if not months to plan out and order supplies. We book large events up to 1 year out and in that time, we may have declined other potential customers from ordering, if the date they requested is full. If you need to cancel a large event, please contact us at the bakery by either visiting us in person or by calling (432) 339-CAKE during business hours. We will try to help you either re-schedule your order or help you cancel the order completely. However, your 30% deposit WILL NOT be refunded as stated in your contract. Any additional amount paid (above your 30% deposit) will be refunded to you in full, if canceled 1 month or more in advance from the event date. If you are unable to cancel order in advance, this will effect your balance (amount paid above 30% deposit) refund. Large cakes cancelled same week as event will be subject to a 50% cancellation fee. We do require a 2 week time frame to refund large amounts over \$400.00. You will receive a refund via check and the refund can be picked up in bakery or mailed to you for your convenience

Private Lesson Cancellation Policy: The process of preparing for your lesson starts days in advance and our schedule is in high demand. If you do not cancel 48 hours in advance, your \$150 per hour teaching fee as well as the cost of the supplies for the lesson are non-refundable.

Privacy Policy: We respect and are committed to protecting your privacy. We do not collect personally identifiable information when you visit our site. If you purchase at our online store, we store your contact information in your account, and will not sell or pass it on to 3rd party vendors.

Security Policy: Your payment and personal information is always safe. We do not collect or store Credit card information.

Refund Policy: If a refund is due on Small cake or dessert order, all refunds will be provided as a credit to the credit card used at the time of purchase within five (5) business days upon receipt of the returned merchandise. If you are to receive a refund on a large event order, you will receive a credit to the credit card used on all orders \$399.99 or less and a business check within 2 weeks on any order \$400.00 or more.

Delivery Policy: We Only deliver large event cakes at this time. We can deliver to Odessa, Midland and surrounding areas for a small delivery fee. Please contact the bakery for delivery information. All deliveries are subject to accidents, Acts of GOD and causes beyond our control.