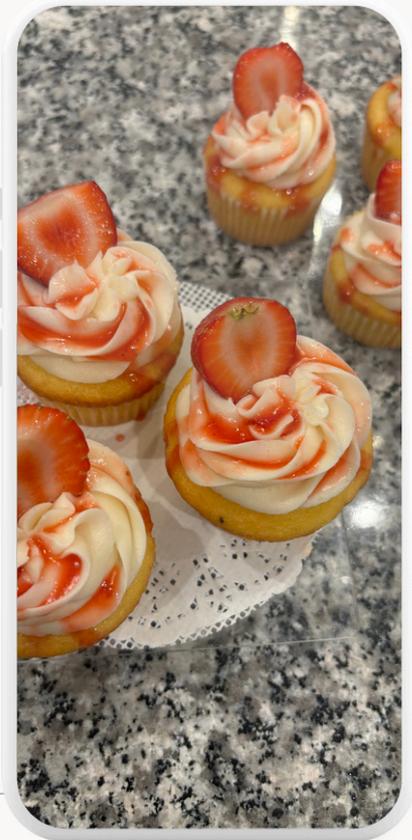




**LINETTE'S GOURMET COOKIES & CUPCAKES**

# TERMS OF SERVICE AGREEMENT



**BUSINESS POLICIES & TERMS**



Nice To Meet You!  
I'm **Nicole** ! The founder and  
owner of Linette's Gourmet  
Cookies and Cupcakes here in  
Charlotte, NC .

# THE DETAILS

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Thank you for choosing Linette's Gourmet Cookies & Cupcakes

Please review the following which represent the agreement between **Linette's Gourmet Cookies & Cupcakes** and the customer.

## PLEASE READ THESE TERMS IN FULL

Please review your invoice, the date, the dessert flavors, fillings, size, design theme/style, and any attachments including inspiration photos. These details note the final decision made between **Linette's Gourmet Cookies & Cupcakes** and customer for the order.

If, for any reason, you do not agree to any of the details noted in the invoice prior to payment, you are welcome to decline the order by sending an email to **[Linettesgourmetcookies@gmail.com](mailto:Linettesgourmetcookies@gmail.com)**.

Orders cancelled after payment has been made are subject to the terms below.

Your payment serves as a signature & agreement to these terms.

**704-533-5399**

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**[Linettesgourmetcookies@gmail.com](mailto:Linettesgourmetcookies@gmail.com)**

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# CANCELLED, POSTPONED OR RESCHEDULED ORDERS

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In the event that you need to cancel, postpone or reschedule your order & **Linette's Gourmet Cookies & Cupcakes** is notified less than 2 weeks in advance, we will honor your deposit and/or full payment made as a dessert credit up to 1 year.

**Postpone:** to put off an event with date unknown.

**Reschedule:** to schedule again with a new time & date set.

You are welcome to use your dessert credit for any order placed within 1 year of invoice sent. Rescheduling is subject to **Linette's Gourmet Cookies & Cupcakes** calendar & availability.

**704-533-5399**

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**Linettesgourmetcookies@gmail.com**

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# RETAINER & FINAL PAYMENT

## RETAINER

A 50% non-refundable retainer is due within 24 hours of the invoice being sent in order to secure the order date.

Orders will not be confirmed & added to **Linette's Gourmet Cookies & Cupcakes** until the retainer is paid in order to allow all interested customers a chance to book.

Your order will be cancelled & your date may become unavailable in the event your retainer is not received within 24 hours.

## FINAL PAYMENT

Final payment for your order is due no later than 72 hours before pickup or delivery and 2 weeks prior for all wedding orders.

**704-533-5399**

**Linettesgourmetcookies@gmail.com**

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# REFUNDS & INSPIRATION PHOTOS

## NO REFUNDS

In no event shall **LGC&C** be required to refund any payment charged for any order. As noted above, in the event you cancel the order, postpone, or reschedule, a credit will be added to your account to be used on future invoices within 1 year.

## INSPIRATION PHOTOS

Any inspiration photos sent to **Linette's Gourmet Cookies & Cupcakes** will be used for inspiration purposes only. **Linette's Gourmet Cookies & Cupcakes** will not fully mimic another artists work & the final design may differ slightly from the inspiration.

**704-533-5399**

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**Linettesgourmetcookies@gmail.com**

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# ALLERGENS & NON-TOXIC INGREDIENTS

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**Linette's Gourmet Cookies & Cupcakes** desserts may contain & come in contact with milk, wheat, gluten, eggs, nuts, soy & other allergens. If any of your guests have allergies, it is your responsibility to notify them of the risk & any possible allergens.

Please notify **LGC&C** of any allergens prior to placing your order.

**LINETTE'S GOURMET COOKIES & CUPCAKES** does not bake out of an allergen free kitchen therefore there is always the risk of cross-contamination.

## **NON-TOXIC INGREDIENTS**

Dependent upon the design, your order may contain non-toxic items such as highlighter dust (typically used for drip & splatter). These products are used for enhancing decoration only & are not edible. Please email **LINETTESGOURMETCOOKIES@GMAIL.COM** if you would like to decline this particular decoration.

**704-533-5399**

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**Linettesgourmetcookies@gmail.com**

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# PACKAGING & CARE

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## CARE

**Linette's Gourmet Cookies & Cupcakes** will notify you of care instructions prior to or during pickup or delivery. You are responsible for providing a level surface & suitable environment for your desserts.

We strongly advise against placing your desserts outdoors or in direct sunlight. **Linette's Gourmet Cookies & Cupcakes** is not responsible for any damages to your order due to outside elements.

## PACKAGING

Your desserts will always be packaged appropriately and secure for travel. It is best to place your desserts on a flat surface such as the floor of the car or trunk. Your desserts should never be placed on the seat of the car.

**704-533-5399**

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**[linettesgourmetcookies@gmail.com](mailto:linettesgourmetcookies@gmail.com)**

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# LIABILITY & CHANGES

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## LIABILITY

**Linette' Gourmet Cookies & Cupcakes** is not liable for any damage that may arise related to your desserts once your order has been picked up or delivered.

## CHANGES

It is your responsibility to thoroughly review all details of your order prior to payment. If **LGC&C** is not notified of any changes to be made prior to submitting final payment, we will assume your agreement and move forward with fulfilling the order according to the invoice details.

**704-533-5399**

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**Linettesgourmetcookies@gmail.com**

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# SERVINGS & DECOR

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## SERVINGS

The serving size noted on the order form is based on personal research. **Linette's Gourmet Cookies & Cupcakes** is not responsible for cake serving shortage.

## INEDIBLE DECOR

Silk florals, support dowels, metallic spheres, cake toppers, plastic figurines & any other inedible decor products are to be removed from your order prior to consumption. You acknowledge that these are not food products and may be harmful if consumed.

**704-533-5399**

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**[Linettesgourmetcookies@gmail.com](mailto:Linettesgourmetcookies@gmail.com)**

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# DELIVERY & PICKUP

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## PICKUP

Please note that **Linette's Gourmet Cookies & Cupcakes** schedules orders & plans around your designated pickup time. If you are more than 15 minutes late & **LGC&C** is unavailable, you agree to pick your order up at another time based on my availability & schedule. This may mean that pickup will have to be rescheduled for another day based on availability. To avoid this, we ask that you arrive on time to pick your order up.

## DELIVERY

Please ensure that the delivery address includes all necessary details (unit number, gate code, building number/letter, etc.). If we are not able to deliver due to an incorrect address or details, you will be required to pick up your order based on **LGC&C** schedule & availability.

**704-533-533**

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**Linettesgourmetcookies@gmail.com**

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Thank you for your support!

My business would not be what it is without  
my customers.

Whether it's your first or 5th time ordering,  
you & your support are greatly appreciated!

*Nicole Gilbert, xoxo*

704-533-5399

[Linettesgourmetcookies@gmail.com](mailto:Linettesgourmetcookies@gmail.com)