



Gentle Reminders and Guidelines



How do I complete my purchase?

Once your order has been finalized and confirmed you will be sent an invoice via Paypal within 24 hours. Orders are not confirmed on our production calendar until invoice has been paid, clients have 24 hours to complete the invoice or the invoice is voided.

Once I've completed my purchase what's next?

Once your invoice has been paid according to terms your order is placed on our production schedule and will be processed for completion on the due date.

But what if I have changes? Changes may be made to your order up to 10 days prior to due date. Any changes made after this date are subject to a rush change fee of \$25

How far in advance should I place my order?

It's really never too early to secure your date on our calendar. We accept a limited number of orders in order to give each client the time and attention they deserve. We are a small baking business and not a mass production bakery which affords us the opportunity to work personally and directly with you. We do however require a minimum of 14 days advance notice based on calendar availability.

What happens if I need to cancel my order?

We all know life happens and sometimes change is necessary. If your order is 30 days or more out we will gladly work with you for a refund. If you need to cancel within 14 days of your order due date payment is **non-refundable**. We are a small baking business which means many times supplies have already been purchased and work has already begun on your hand decorated delicious treats.

Holly smokes I totally forgot and I need to order cookies for my event?

Last minute orders put a strain on our design process and our existing production schedule. With that being said we try to spread the sweet joy of our cookies to all who desire them. If you are less than 14 days from your event our expedite fee is \$25 and if you are less than 7 days prior to your event our expedite fee is \$50. There may be occasions we are just unable to accept your order due to production, in which case we will gladly refer you to one of our many amazing cookie designer friends.

Do you do designer cakes?

No, we do not create those beautiful works of art. Our expertise is cookies and as such we do not offer cakes. If you need a referral we will gladly refer you to one of our amazing cake designer friends.

You used to make chocolate chip and oatmeal cookies, do you still offer those?

As a matter of fact we DO!!! Our heart and soul go into our cookies and our signature chocolate chip and oatmeal is where it all began. Our roots are in our classic cookies and bars as well as our simple home style cupcakes. We will always offer these treats as part of our cookie shop, just like Grandma made big soft and chunk full of goodness.

Need to place an order? Start the process just like you do for our custom cookies and we will bake a batch up fresh for you. Oh and if you would like to add our nibbles to your custom cookie platter just let us know and we will tailor-make your cookie platter to include your favorites.

Because life should always be sweet