

CANCELLATION POLICY FOR SPECIAL ORDERS

EFFECTIVE MAY 15, 2017

Please note our cancellation policy for any special order item is as follows:

If you cancel with:

- **More than 7 days' notice** – you will receive a full refund for the deposit amount paid.
- **3-7 days' notice** – you will receive a STORE CREDIT for the deposit amount paid. No refunds.
- **Less than 3 days' notice** – a \$20 cancellation fee will apply and the remaining balance on a deposit paid will be issued as a STORE CREDIT. No refunds, no exceptions.

	FOR FULL REFUND	FOR STORE CREDIT	\$20 CANCEL FEE APPLIES, NO REFUNDS
	More than 7 days' notice	3-7 days' notice	Less than 3 days' notice
PICK UP DAY:	CANCEL BY:		
MONDAY	SUN (8 days prior)	Between FRI (3 days prior) – MON (7 days prior)	FRI (3 days prior)
TUESDAY	MON (8 days prior)	Between SAT (3 days prior) – TUES (7 days prior)	SAT (3 days prior)
WEDNESDAY	TUES (8 days prior)	Between SUN (3 days prior) – WED (7 days prior)	SUN (3 days prior)
THURSDAY	WED (8 days prior)	Between MON (3 days prior) – THURS (7 days prior)	MON (3 days prior)
FRIDAY	THURS (8 days prior)	Between TUES (3 days prior) – FRI (7 days prior)	TUES (3 days prior)
SATURDAY	FRI (8 days prior)	Between WED (3 days prior) – SAT (7 days prior)	WED (3 days prior)
SUNDAY	SAT (8 days prior)	Between THURS (3 days prior) – SUN (7 days prior)	THURS (3 days prior)
	<i>Refund issued for any deposit amount paid</i>	<i>Store credit issued for deposit amount paid</i>	<i>Store credit issued for deposit amount paid, less the \$20 cancel fee</i>

In addition, any changes (design, flavor, size, etc) must be made with at least 4 days' notice. Change requests cannot be guaranteed and are subject to our production schedule/availability.

Verbal cancellation is required - we do not accept cancellations or change requests via email (sometimes they go to junk mail). You must call or stop by in person to cancel.

We receive a very large amount of requests for special orders every week and we are only able to accept a certain amount. When you cancel an order with enough notice, we are able to accommodate another customer's request. When a last minute cancellation is made, we are not able to make up for the lost sale, thus the cancellation fee. In order to maintain a manageable work load and sustain the quality of our work, we must enforce this policy. We appreciate your understanding!

THANK YOU!!