



Contract of Terms

Thank you for choosing Sprinkled With Love LLC for your celebration! Below are some helpful guidelines and tips for the best experience.

Ordering/Payment

1. Once details are finalized and total cost is agreed upon, customers will be given a 1 week grace period to submit a deposit payment. If payment is not received, the order will be canceled and the spot will be made available for other orders.
2. Orders are not confirmed until a 50% deposit is received. Full payment can also be submitted at the time of booking. Submission of deposit payment reserves the date of event and is non-refundable. Payments can be made via Venmo, CashApp, or Zelle. The remaining balance is due the day of the event before pick-up/delivery.
3. Orders placed within two weeks of event date will incur an additional rush charge and must be paid in full. Please inquire for the exact amount for the rush fee.
4. Changes to quantity, flavor, design, etc. may be made up to two weeks before the event date. No changes may be made there after. In the event changes are accepted, they may be subject to additional fees. Rush orders are considered final at the time of booking.
5. Inspiration photos are used for inspiration only. Sprinkled With Love LLC does not agree to replicate other designs, but can use certain elements such as colors, shapes, and designs to create something similar.
6. Please be aware, despite frequent closures due to the pandemic, no refunds will be given at this time. Depending on the time of cancellation, deposit payment may be transferred to a future date. Customers should reach out as soon as they are aware of a possible cancellation/date change.

Pick-up/Delivery

1. Sprinkled With Love LLC is not responsible for any damages to cake/order once it is out of our possession.
2. If you request to have your order picked up by yourself or someone else, Sprinkled With Love LLC is not liable for any loss or damages. Please drive carefully and refrain from sudden stops.
3. Please arrive in a timely manner and keep in mind there may be other pick-up/deliveries the same day. Last minute time changes may or may not be accommodated. Prior to the date of event, time and location will be disclosed for pick-up.
4. Cakes must be transported on a flat, level surface. It is recommended that cake boxes are placed on the floor of the vehicle.
5. Delivery charges will automatically be added to orders containing cakes two-tier or larger and will require delivery. No exceptions.

Storage Tips

1. Refrigeration is recommended for cakes overnight and for extended periods of time, especially in warm weather. Cakes can be brought to room temperature and displayed for a max of 1-2 hours in a climate-controlled room.
2. Customers are responsible for having a safe, stable spot for cakes away from heat, humidity, and direct sunlight.
3. Cookies, cupcakes, and oreos should be kept at room temperature (68°F-72°F) and out of direct sunlight and humidity.

4. If cake is placed in an outdoor location, Sprinkled With Love LLC is not responsible for any damages due to weather or natural elements.

Referral Program

1. Beginning January 1, 2021, for every customer's name that is mentioned by a new customer upon placing an order, one point will be awarded to their account. After ten points have been accumulated, the customer will receive a \$50 credit toward a future order of \$100 or more.
2. New customers must mention the referral name at the time of booking. Not valid on past orders.
3. Customers will be notified when the credit has been earned. Credit does not expire and may carry over to another year.
4. Credits may be combined, however they must be used in the given increments. For example, \$50 credit on \$100+ order, \$100 credit on \$200+ order, \$150 credit on \$300+ order, etc.
5. Credit cannot be transferred to another customer.

Good to Know

1. Sprinkled With Love LLC reserves the right to photograph and display photos/videos for promotional use with no compensation to customers. Photos that are sent by customers to Sprinkled With Love LLC are automatically given consent for use unless specifically stated.
2. Products may contain or come in contact with dairy, wheat, soy, nuts, and other allergens.
3. Buttercream and royal icing colors may deepen over time resulting in a darker appearance. True colors may be slightly different from those in photos. Color matching is not guaranteed to be exact.
4. Sprinkled With Love LLC reserves the right to make any last minute design, flavor, and/or structural changes to keep the integrity of the products intact.