

Leni Sweets LLC

TERMS OF SERVICE

904-478-9399 INFO@LENISWEETS.COM

lenisweets.com

Leni
Sweets



WHERE THE FINEST INGREDIENTS MEET

TERMS OF SERVICE

Thank you for choosing Leni Sweets!

Please review the following which represent the agreement between **Leni Sweets** 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 **Leni Sweets** 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 **info@lenisweets.com**.

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

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

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CANCELLED,
POSTPONED OR
RESCHEDULED ORDERS

In the event that you need to cancel, postpone or reschedule your order & **Leni Sweets** is notified less than 2 weeks in advance, we will honor your deposit and/or full payment made as a credit up to **3 months**.

You are welcome to use your dessert credit for any order placed within 3 months of invoice sent. Rescheduling is subject to **Leni Sweets** calendar & availability.

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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 **Leni Sweets** 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 3 weeks before for all wedding orders.

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REFUNDS, RUSH FEE, & ALLERGEN DISCLAIMER

NO REFUNDS

In no event shall **Leni Sweets** 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 3 months.

ALLERGEN DISCLAIMER

Leni Sweets products may contain & come in contact with milk, wheat, nuts, soy & other allergens. If any of your guests have allergies, it is your responsibility to notify us of the risk & any possible allergens.

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

RUSH FEE

If there is availability, rush orders (orders placed less than 2 weeks) will incur a \$25 rush fee.

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PACKAGING & CARE

CARE

Leni Sweets 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. **Leni Sweets** is not responsible for any damages to your order after pickup 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.

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LIABILITY & CHANGES

LIABILITY

Leni Sweets 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 **Leni Sweets** 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.

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S E R V I N G S & D E C O R

SERVINGS

The serving size noted on the order form is based on personal research. **Leni Sweets** is not responsible for cake serving shortage.

INEDIBLE DECOR

Silk florals, support dowels, & 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.

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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!

Angelina, xoxo

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