

TWO FAT COOKIES CANCELLATION & DEPOSIT POLICY

Unless Two Fat Cookies must temporarily close, our Cancellation & Refund Policy will apply to any event for any reason (including the contraction of Covid-19). There are NO CANCELLATIONS for cakes/dessert orders within 7 days of your event. If we have only received a deposit, the remaining balance will still be charged. We prepare ourselves accordingly to have the ingredients and labor needed to complete the orders. Certain things must be done and planned in advance to be ready in time for pick-ups. We truly understand that no one can be sure that events will continue as planned, however, as a business, we have to plan as though they are going to 100% happen. We want you to have exactly what you've requested to be ready at your scheduled pick up time or delivery. As a small business, we are not able to absorb the losses of cancellations, so please understand, that by choosing to shop with us and support us, we still expect that you will follow through on your end with payment & pick up, as we plan to follow through on our end by completing your order. Rescheduling for a later date will be an option ONLY if outside of the 7-day window of your event date.

In order to secure your spot on our calendar a 25% non-refundable & non-transferable deposit is required to book your event date. If you cancel your order outside of our "no cancellation window", and have paid in full, you will only be refunded 75% of your total. If you have only placed the 25% deposit on your order, you will NOT be refunded your deposit. Your lost deposit is NOT transferable to another event date.

Please note, that there can be NO changes made to your order within 7 days of your event date. This includes quantity, size, design, flavor & pick up or delivery time. If you wish to alter any of these things, ample notice is recommended as we cannot guarantee changes as we get closer to your event date.

I have read and accept the Two Fat Cookies Cancellation & Deposit Policy

Name _____

Date ___/___/___