

Pammy Kakes Bakery Order Form and Contract

Order Form

Customer Information

Customer Information

Name: _____

Phone Number: _____

Email Address: _____

Home Address: _____

Order Details

Type of Cake: _____

Flavor or Flavors: _____

Serving Quantity: _____

Decoration Details: _____

Additional Requests: _____

Food Allergies: _____

Attention: Please specify any food allergies you may have.

There are **“No Refunds”** on any baked goods.

Please note: This product was produced at a private residence that is exempt from state licensing and inspection. Products made in a kitchen that could be cross contaminated w/ nuts, eggs, dairy/etc.

Pickup/Delivery Information

- Preferred Pickup/Delivery Date: _____
- Preferred Pickup/Delivery Time: _____
- Delivery Address (if applicable): _____

PAMMY KAKES BAKERY

Terms and Condition

*** During warm seasons, please ensure your vehicle's air conditioning is set to the coldest setting when picking up your cake. It is important to keep the cake in a cool place, away from heat and direct sunlight to prevent the buttercream icing from melting.

We do not recommend running errands or making additional stops with the cake in the vehicle. Cakes should be transported directly to a refrigerator or cool environment immediately after pickup.

For any trips longer than 40 minutes, especially during summer months, a cooler box is available for renter. Contact Pammy Kakes for more information.

Pammy Kakes shall not be held liable for any damage once the cake has been picked up

Health & Allergy Concerns:

Pammy Kakes Bakery strives to accommodate allergy concerns to the best of our ability. However, due to the nature of our kitchen environment where common allergens such as nuts, dairy, and gluten, etc. are present, cross-contamination is possible.

Customers must inform us of any specific allergies or dietary restrictions when placing their order so we can take appropriate steps to minimize risk.

By placing an order, the customer acknowledges this **disclaimer** and **agrees not to hold Pammy Kakes Bakery Liable for any allergic reactions that may occur.**

All products are made in a private residence that is exempt from state licensing and inspection. THIS PRODUCT MAY CONTAIN ALLERGENS."

No Refund Policy

There are no refunds on any baked goods, including all cakes, cupcakes, brownies and other custom treats.

Order Changes & Lockout date: No change can be made to any order within **10 days of the scheduled pickup/delivery date.** A Lockout date will be assigned when your order is placed- no changes can be made after this date. You will be notified of your lockout date at the time of booking.

Order Deadline, Deposits & Final Payments

All orders require a \$75 non-refundable deposit to reserve your date. This Deposit goes toward the total cost of your order.

- The remaining balance must be paid no later than 7 days to pick up or deliver
- Orders placed less than 14 days before the event must be paid in full at the time of ordering.

Design & Pricing

Prices are subject to change based on the complexity of the design and special requests.

Liability Disclaimer

Pammy Kakes is not responsible for any damage to any custom cake or bake goods once they have been picked up by the customer or delivered to the venue. After delivery or pick up the customer assumes full responsibility for transporting, handling and storing the product properly.

Pickup & Delivery Hours

Pickup is available Monday through Saturday, 11:00AM-- 5:00PM

Delivery is available Monday through Saturday 10:00 AM –5:00PM

Sunday deliveries are available by **special request only** and may incur an **additional fee of \$50**

All holiday orders must be picked up the day before the holiday, unless special arrangements have been made in advance.

Delivery fees:

Within Rutherford County: \$30 Flat rate

Outside Rutherford County: \$2.25per mile (one way)

Deliveries outside regular hours, (including Sundays) May be subject to an additional fee of \$50. Please confirm during the booking.

Customer Acknowledgement

By signing below, I acknowledge that I have read, understood, and agreed to all the terms and conditions outlined by Pammy Kakes Bakery regarding orders, payments, refunds, Pickup/delivery, liability, and allergy disclosures.

Customer Signature: _____ Date: _____