

HERE'S HOW WE OPERATE AT KRISTY'S CONFECTIONS

ORDERING PROCESS:

1. **ADVANCE NOTICE:** DEPENDING ON THE COMPLEXITY OF THE BAKED GOODS AND OUR AVAILABILITY WE REQUIRE AT LEAST 2-3 WEEKS NOTICE FOR CAKE ORDERS, ESPECIALLY CUSTOM FONDANT CAKES WITH MULTIPLE TIERS AND OR DECOR NEEDED.
2. **ORDER CHANNELS:** PLEASE PLACE YOUR ORDERS VIA OUR WEBSITE CONTACT PAGE, EMAIL OR TEXT MESSAGE. WE WOULD LOVE TO TAKE A CALL, BUT OUR HANDS ARE ALWAYS BUSY BAKING AND THESE OPTIONS ALLOW FOR EASY DOCUMENTATION.
3. **ORDER FORM:** AT THE MOMENT THERE IS NOT AN ORDER FORM TO FILL OUT, BUT IF YOU GO TO OUR CONTACT PAGE ON OUR WEBSITE ALL THE INFORMATION WE REQUIRE IS MENTIONED THERE. MAKE SURE IT'S INCLUDED IN YOUR MESSAGE FOR SMOOTH ORDERING.
4. **CONFIRMATION:** ONCE YOUR ORDER IS CREATED, SQUARE WILL SEND YOU AN INVOICE VIA EMAIL. ONCE YOUR ORDER IS PAID, SQUARE WILL SEND YOU A RECEIPT VIA EMAIL. WE WILL ALSO CONFIRM THAT YOUR INVOICE WAS SENT AND WHERE, ALONG WITH A THANK YOU FOR PAYMENT TEXT.

ORDER FULFILLMENT:

1. **PICKUP:** PICKUP ADDRESS WILL BE PROVIDED THE DAY OF PICKUP, NO SOONER FOR SAFETY REASONS SINCE THIS IS A LICENSED HOME BASED BUSINESS.
2. **DELIVERY:** DELIVERY WILL BE OFFERED IF WE HAVE THE WOMAN-POWER TO DO SO. DELIVERY CHARGES DEPEND ON ZIP CODE, TRAFFIC, GAS AND MORE.
3. **TIMELINES:** YOUR ORDER WILL BE READY THE DAY OF PICKUP AFTER 2PM OR BY TIME WE ESTABLISHED WHEN CREATING YOUR ORDER. THIS INCLUDES BOTH REGULAR AND RUSH ORDERS.

(RUSH ORDERS WILL HAVE A FEE OF \$75 ADDED TO THE ORDER. NO EXCEPTIONS)

1. **CAKE/CUPCAKE CUSTOMIZATION:** WE STRICTLY BAKE GLUTEN FREE ONLY. WE DO TAKE REQUEST AND WILL LET YOU KNOW IF WE CAN FULFILL THEM OR NOT, SUCH AS VEGAN, DAIRY FREE, SUGAR FREE AND NUT FREE. YOU MUST INDICATE IF YOU HAVE ALLERGIES WHEN ORDERING SO WE CAN MAKE SURE TO USE DIFFERENT INGREDIENTS. (KEEP IN MIND, BAKING OUTSIDE OF GLUTEN FREE WILL NOT GUARANTEE THE SAME TASTE OR QUALITY OR GLUTEN FREE PRODUCTS OFFER).

COMMUNICATION:

1. **RESPONSE TIME:** PLEASE RESPOND TO ALL TEXT, EMAILS AND MESSAGES IN A TIMELY MANNER AS WE'RE MOST LIKELY WORKING ON YOUR CAKE OR NEED TO ORDER SOMETHING IN TIME FOR YOUR PICKUP. NOT RESPONDING OR LATE RESPONDING CAN RESULT IN UNSATISFACTORY RESULTS, ESPECIALLY WHEN WE NEED TO OUTSOURCE AND ORDER ITEMS ELSEWHERE, WHERE DELIVERY CAN BE AFFECTED BY MANY ELEMENTS.
2. **UPDATES:** WE DON'T NORMALLY SEND OUT UPDATES REGARDING YOUR ORDER BECAUSE WE'RE BUSY CREATING IT. WE DO HOWEVER LET YOU KNOW IF IT WILL BE READY AHEAD OF SCHEDULE, IF THIS HAPPENS IT'S USUALLY 12-24 HOURS AHEAD OF TIME, IN WHICH WE WILL OFFER A NEW PICKUP TIME OR DELIVERY IF AVAILABLE.

QUALITY AND SATISFACTION:

1. **QUALITY ASSURANCE:** WE ARE COMMITTED TO CREATING HIGH-QUALITY BAKED GOODS. THIS INCLUDES USING FRESH FRUITS, QUALITY GLUTEN FREE INGREDIENTS, ENSURING PROPER HYGIENE DURING THE BAKING PROCESS AND MORE. YOU BEING HAPPY MAKES US HAPPY.
2. **FEEDBACK:** IN ORDER TO HELP US IMPROVE AND GROW, WE ASK THAT YOU PROVIDE FEEDBACK AFTER RECEIVING YOUR ORDERS. THIS CAN BE DONE BY SCANNING THE QR CODE ON THE BACK OF OUR BUSINESS CARD AND LEAVING A REVIEW. OR IF YOU SEE YOUR ITEM POSTED ON SOCIAL MEDIA, LEAVE A COMMENT AND WE'LL TURN IT INTO A REVIEW.

CUSTOMER CARE

THIS CUSTOMER CARE POLICY IS DESIGNED TO ENSURE THAT ALL CUSTOMERS RECEIVE PROMPT, PROFESSIONAL, AND COURTEOUS SERVICE.

THE GOAL IS TO PROVIDE THE BEST POSSIBLE CUSTOMER SERVICE TO ALL OF OUR CLIENTS. WE WANT THEM TO BE SATISFIED WITH THEIR EXPERIENCE AT ALL TIMES, WHICH MEANS PROVIDING A HIGH LEVEL OF CONSISTENT SERVICE.

WE KNOW THAT THERE WILL BE TIMES WHEN THINGS WON'T GO AS PLANNED, BUT WE PROMISE TO DO EVERYTHING WE CAN TO RESOLVE ANY CUSTOMER ISSUES IN A TIMELY AND EFFICIENT MANNER.

- ALL EMAILS WILL BE ANSWERED WITHIN 24-48 HOURS.
- ALL IN-PERSON INQUIRIES WILL BE ADDRESSED WITHIN SECONDS.
- CUSTOMER SERVICE REPRESENTATIVES WILL USE A COURTEOUS AND PROFESSIONAL TONE WHEN INTERACTING WITH CUSTOMERS.
- THEY WILL ALSO TRY TO RESOLVE ANY ISSUE AS QUICKLY AS POSSIBLE.
- IF A CUSTOMER SERVICE REPRESENTATIVE IS UNABLE TO RESOLVE AN ISSUE, THEY WILL ESCALATE IT TO THE OWNER.

PRIVACY & SAFETY

YOUR PRIVACY AND SAFETY IS OF THE UTMOST IMPORTANCE TO ME AND MY BUSINESS, YOUR INFORMATION WILL NEVER BE SHARED WITH ANYONE. IT'S IMPORTANT THAT YOU NEVER SEND OR UPLOAD ANY PAYMENT INFORMATION UNLESS YOU'VE RECEIVED AN INVOICE FROM KRISTY'S CONFECTIONS VIA SQUARE ONLY. WE WILL ALSO NOTIFY YOU THAT AN INVOICE WAS SENT AND HOW WE SENT IT.

KRISTY'S CONFECTIONS USES SQUARE INVOICES TO SEND YOU YOUR ORDER IN DETAIL AND HOW TO PAY AND WHEN. YOU CAN CHOOSE TO STORE YOUR PAYMENT METHOD FOR FUTURE ORDERS OR OPT IT WHEN PAYING FOR YOUR INVOICE. IT IS COMPLETELY SECURE WHEN USING THIS SERVICE VIA SQUARE.

IF YOU NEED AN ALTERNATE PAYMENT METHOD SUCH AS VENMO, CASH APP, PAYPAL, OR CASH, PLEASE MENTION THIS WHEN PLACING YOUR ORDER. THIS WAY OTHER ARRANGEMENTS CAN BE MADE. ONCE ORDER IS COMPLETE YOU WILL RECEIVE A RECEIPT OR I WILL SEND YOU A COPY THAT IT WAS SUCCESSFUL IF YOU HAVE NOT RECEIVED ONE.

WHOLESALE INQUIRIES

IF YOU'RE INTERESTED IN SELLING MY PRODUCTS IN YOUR ESTABLISHMENT WITH MY LOGO ON IT ONLY, PLEASE EMAIL ME AT:

KRISTYSCONFECTIONCA@GMAIL.COM, SO WE CAN ESTABLISH A RELATIONSHIP, DISCUSS DETAILS AND SET UP A CONTRACT. I HAVE REQUIREMENTS FOR HOW I RUN MY BUSINESS AND HOW I WANT MY PRODUCTS TO LOOK.

I LOVE DOING BUSINESS WITH OTHER SMALL BUSINESSES IN MY AREA, CONTRA COSTA COUNTY AND SURROUNDING AREAS. COMMUNITY BUILDING IS IMPORTANT TO MY BUSINESS AND I.

PAYMENT METHODS

AFTER YOU PLACE YOUR ORDER, YOU WILL BE SENT AN INVOICE FROM SQUARE VIA EMAIL. FROM THERE YOU CAN PAY REQUIRED FULL PAYMENT UPFRONT OR WE CAN SET UP A PAYMENT SCHEDULE IF NEEDED. (THIS **DOES NOT** APPLY FOR ORDERS UNDER \$150).

ALL ORDERS NO MATTER THE SIZE ARE TO BE PAID IN FULL AT THE TIME OF ORDERING. AFTERPAY IS OFFERED ON YOUR INVOICE TO HELP WITH PAYMENTS. **IF PAYMENT HAS NOT BEEN MADE BY END OF DAY 6PM, YOUR ORDER WILL BE CANCELED.** YOU WILL RECEIVE A NOTIFICATION THAT YOUR ORDER HAS BEEN CANCELED.

THE ACCEPTED PAYMENT METHODS ARE (CASH, CREDIT CARD, ONLINE PAYMENT PLATFORMS).

(IT IS IMPERATIVE THAT YOU COMMUNICATE IF YOU'RE HAVING PAYMENT ISSUES. THIS IS A SMALL BUSINESS THAT NEEDS TO KEEP THE LIGHTS ON AND THAT MAKES OTHERS HAPPY AND US IN BUSINESS. YOUR PAYMENT NOT ONLY GUARANTEES YOUR ORDER BUT THAT YOU WILL PICK IT UP. WE DON'T HAVE A LOT OF STORAGE ROOM TO KEEP CAKES ON HAND AND THE FACT THAT THIS IS A LICENSED HOME BASED BUSINESS, WE DO NOT HAVE FOOT TRAFFIC TO SELL YOU ORDER IF YOU DON'T PAY FOR IT)

DEPOSITS

DEPOSITS ARE TAKEN ON WEDDING ORDERS ONLY. ALL OTHER ORDERS ARE TO BE PAID IN FULL AT THE TIME OF RECEIVING YOUR INVOICE.

This policy is subject to change at any time.
· Date of Last Revision: 02/26/2023

★ Thank you ★