



## Customer Policies

### Business Credentials & Compliance:

At Kelly's Confections we take food safety and business integrity very seriously. Our cottage food business is fully compliant with all necessary regulations including:

- \* Business License issued by the city of Manteca, Ca
- \* Permit from the Environmental Health Department of San Joaquin County.
- \* Food Handler Certification to ensure proper food safety practices.
- \* Registered with the CDTFA for sales tax compliance.
- \* Fully Insured for customer protection and business liability.

### Ordering and Payment Policies:

- \* How to Order: Orders can be placed through [-kellysconfectionsllc.com](http://kellysconfectionsllc.com) or by phone 209)815-0437

### Payment Methods Accepted

- \* Deposit & Prepayment: Full payment is preferred at the time of order placement. All orders Must be booked and paid in full at least 14 days prior to the fulfillment date with a 50% non-refundable deposit. To guarantee your order or event on my calendar, orders must be paid in full at time of booking.

### Pickup & Delivery Policies

- \* Pickup Location & Hours: Orders can be picked up at, 917 Marigold Ln, Manteca, Ca 95336, between the hours of (9:00 A.m - 5:00 P.m Monday -Friday)(Saturday 11:00 A.m - 5:00 P.m) \*\* Friday late pickup 5:00 P.m - 7:00 P.m available for a \$30 fee and must be scheduled 7 days in advance of fulfillment date. \*\*\* Saturday early pickup 9:00 A.m - 11:00 A.m available for a \$30 fee and must be scheduled 7 days in advance of fulfillment.

Customers will receive a confirmation message before pickup. Upon receiving your order, a signature is required from a designated person 18 years of age or older.

\* **Missed Pickup:** All orders not picked up within 1 hour of scheduled fulfillment time will have a \$10 late fee. We understand that unexpected emergencies happen, please contact us if this situation arises to make arrangements for an alternative designate to pickup your order.\*\*\*All orders not picked up within 24 hours of the scheduled time will be forfeited and no refunds or replacements will be given.

\* **Delivery Service:** Delivery is available within the city limits of Manteca, Ripon, Lathrop and French Camp for a fee of \$10. Deliveries to all other cities within San Joaquin County there is a fee of \$15. All deliveries must meet a \$100 order minimum. Delivery times are scheduled upon deposit and order confirmation. Upon receiving your order, a signature is required by a designated person 18 years of age or older.

### Refunds, Cancellations & Order Changes

\* **Cancellations:** A 50% non-refundable deposit is required at the time of booking. Orders may be cancelled for a full refund ( minus the deposit) up to 24 hours after the original booking, provided that the booking was made at least 14 days prior to the fulfillment date. Cancellations made after this 24-hour period will not be eligible for a refund.

\* **Refunds & Returns:** Due to food safety regulations, all sales are final. Kelly's Confections LLC takes pride in producing fresh and high quality products. However, once order has been received and signed for, Kelly's Confections LLC is no longer responsible for any changes to quality or damage to your order.

\* **Custom Order Changes:** Any modifications to custom orders must be requested within 24 hours of booking and 14 days in advance of fulfillment date.

\* **Food Allergy & Ingredient Disclosures:** Kelly's Confections LLC is not a dedicated allergen free bakery. Our products may contain or come in contact with, but not limited to common allergens, including milk, eggs, nuts, soy, and wheat.

\* **Cottage Food Disclaimer:** " This food Was Made In A Home Kitchen"

### Customer Service & Communication

\* **Response Time:** We strive to respond to all inquiries within 24 hours.

\* **Satisfaction Policy:** Your satisfaction is a priority. If you have any questions about your order, please reach out within 24 hours with a submitted photo so we can address the issue promptly.

Kelly's Confections would like to say thank you for supporting a small local business where all sweet treats are baked with Love!