

HAUS BAKERY POLICIES

Orders Payment

Upon confirmation of your order, we will send you the QR code or an Online Payment link for the payment.

- Upon confirmation of your order we would appreciate receiving 100% payment of your order.
- For any **reception catering event** orders for a 50% initial non-refundable deposit will be taken. The balance 50% will be settled within 7 working days of the event.

Changes in Orders

Haus Bakery understands that plans change and we will gladly assist you in making changes to your order date and time whenever possible.

Cakes: We accept changes (flavors, fillings, and some designs) for your order with **2 days** notice before delivery or pick-up date. This does not apply to weddings, groom's cakes, customized cakes, cakes with intricate designs, or last-minute orders placed within less than 48 hours. This is because for some designs (such as sugar flowers or 3D characters) our team may need more than 5 days in advance to start working on the decoration of your cake.

Desserts: We accept changes for your order with **2 days** notice before delivery or pick-up date.

Savory: We accept changes for your order with **2 days** notice before delivery or pick-up date.

All changes must be handled and confirmed directly with a staff member of Haus Bakery.



Order Cancellations

Cakes: We accept cancellations up to **3 days** before the delivery or pickup date. However, this does not apply to wedding, groom's cakes, customized cakes, cakes with intricate designs, or last-minute orders placed within less than 48 hours.

Desserts: We accept cancellations up to **3 days** before the delivery or pickup date.

Savory: We accept cancellations up to **3 days** before the delivery or pickup date.

Haus Bakery reserves the right to charge a cancellation fee if insufficient time is given, as stated above, due to costs incurred in the purchase, preparation, and prioritization of the order.

Charges for cancellations will be as follows: (for customized design cakes)

- **10 days** or more prior to pick-up or delivery date, 90% of your order total will be returned as store credit, valid for one year starting from the date of cancellation.
- **7 days** or more prior to pick up or delivery date, 50% of the entire order will be charged. 50% of your order total will be returned as store credit, valid for one year starting from the date of cancellation.
- less than 7 days prior to pick-up or delivery date, no refunds will be given, and the total amount of the order will be taken.

It is entirely up to Haus Bakery's discretion to change or otherwise offer any other options to the customer.



Refund Policy

We take pride in all our products. If you are unhappy with your order and/or purchase when picking up or when you receive a delivery, immediately notify us of your concern and return your complete order to us (Haus Bakery is not responsible for picking up the orders back).

No refunds are given on any orders unless the complete order is returned. **NO CASH** refunds, only store credit.

Haus Bakery is not responsible for picked up orders once they leave our premises. We are not responsible for any damage occurring to the cake during transport, set-up, or any time thereafter. *Our Staff will instruct the person who's picking the order on how to carry, transport, and store your cake upon pick up.* If you do not receive these instructions, please ask our associate. Keep in mind that cakes are very fragile and damages can happen if not handled properly, such as cracks, smudges, melted frosting, etc.

We only give refunds in accordance with the refund policies stated below.

Full refunds requested after the cake has been accepted and picked up will not be honored. You may qualify for a partial refund in the form of a store credit if the product is brought back and the quality of the cake is determined to not meet our standards. Cakes must be brought back to us within a timely manner, preferably within 24 hours of pick up - please call or Whatsapp us promptly to let us know of the issue. Quality determination is solely at the discretion of Haus Bakery. Please understand that we cannot issue refunds for cakes that have already been eaten. **Store credit is based on how quickly the cake is returned, how much has been consumed, and what we determine the quality to be.* Store credits of any kind will not be issued to customers who do not contact us within 4 hours of the pick up.

Special orders that are not picked up will NOT be refunded.



The following scenario is the only instance when we may provide a partial refund in store credit:

If you come to our store for pick up or if upon delivery the cake does not meet your expectations (i.e. designer error), we will give you a refund (minus 25% handling/cancellation fee). This refund will be given as a store credit (no cash/money refunds will be given).

NOTE: If we give you a refund, you CANNOT keep the cake. You can only get a refund if you refuse to “accept” the cake. We will NOT negotiate a partial refund if you keep the cake. This is a “take it or leave it” policy.

We are not responsible for any expense you may incur for replacing our cake.

*****We do not give refunds under any other circumstances.**

It is entirely up to Haus Bakery's discretion to change or otherwise offer any other options to the customer.

Guarantee / Disclaimer

We always put in our best efforts to make sure that your order is decorated to the specification on your written order form. Upon pick-up of your cake, adjustments can usually be made for an additional charge if it was not stated on your original order. If for some reason something is not decorated correctly as stated on your order, we can usually make necessary changes right away (unless it's a 3-D design that may need longer time for adjustments).

Every order is hand-made. Decorative finishes are done by hand and are subject to the artistic interpretation of our expert cake decorators. You may provide us with a photograph for inspiration and duplication; however, we make no claims for an exact duplication of the work done by other cake decorators.

Please note that orders placed over the phone or email are extremely "fragile". Creating your order always requires a lot of details and information to avoid any possible errors. If you are trying to order a highly decorated cake over the phone or by phone, you should provide us with a sketch or picture (by Whatsapp or email).

Please note that we can not read your mind and there are a lot of chances that the design of your cake will be different from what you are expecting if not enough information is provided. We do not take responsibility if the color of the decoration is a different shade that you had in mind.



Haus Bakery is not responsible for any damage done to the product after it has been delivered and set up or picked up by the customer. The client assumes full responsibility for arranging for the caterer/servers to cut, serve.

Haus Bakery is not responsible for any damage the product may suffer due to the environmental conditions in which the cake is stored or displayed (location, temperature, weather, etc). An extended period without refrigeration will deteriorate the cake as well as the decoration.

Haus Bakery reserves the right to use pictures of any cake created by Haus Bakery in any way it deems fit, including, but not limited to, postings on social media and advertisement.

