

Terms, Conditions and Policies Couture Groupe LLC, (dba Couture Cupcakes)

CARE & HANDLING:

Our cupcakes are made by hand and are baked to order. They are sent fresh out of the oven, so they should be served sooner than later. You can put our cupcakes in an air tight container & keep them in the fridge, but make sure they're at room temperature when you eat them! Couture Cupcakes are perishable and are not advised to be consumed after 3 days or if left at room temperature (or hotter/in direct sunlight) for more **than 2 hours**.

THE CUPCAKES:

Couture Cupcakes bakes with dairy, gluten, sugar, nuts, wheat and egg products. Couture Cupcakes bakes all cupcakes on premises where nuts, gluten, dairy, sugar, alcohol, wheat and egg products are used. Couture Cupcakes is not recommended for individuals with food sensitivities or allergies. If you should have any questions on ingredients, please contact Couture Cupcakes prior to placing an order.

SALE AND RETURN POLICY:

There is no exchange of food items. A deposit is required at the time of order for no less than 50% on orders above 4 dozen Classic Cupcakes and 8 dozen Petites. Orders under 4 dozen Classic Cupcakes or 8 dozen Petites may be cancelled and receive full refund if cancelled 72 hours prior to delivery date. If cancelled after 72 hours, the deposit will not be reimbursed. Orders larger than 4 dozen Classic Cupcakes and 8 dozen Petites or with special requests such as decoration and unique frosting/presentations can be cancelled with a two week written notice prior to the delivery date. If the order is placed with less than a two week notice, the deposit will not be refunded. Couture Cupcakes offers Couture Cupcake Towers that may be leased for an event. A deposit for the replacement of the tower is due upon ordering the item. An additional rental fee is applied and is due upon ordering the Couture Cupcake Tower. The order may be cancelled with full reimbursement if cancellation is submitted in writing within 5 days of delivery date. Reimbursement of the replacement fee will be issued within 7 business days of the pick-up date. Rental fees will not be reimbursed. If the Couture Cupcake Tower(s) is damaged during the event or while on the premises of the event by anyone other than a Couture Cupcakes representative, the replacement and rental fees will not be reimbursed. If the Couture Cupcake Tower(s) is not returned, the reimbursement and rental fees will not be reimbursed.

POLICIES and DISCLAIMERS:

Couture Cupcakes has taken every reasonable effort to ensure the accuracy of content provided on this website. Couture Cupcakes makes no warranty, express, implied, or otherwise with respect to accuracy or safety of any items or information contained within this website, including, but not limited to price, representation, specification, or potential hazard of any item.

Occasionally there may be information on Couture-Cupcakes.com that contains typographical errors, inaccuracies, or omissions that may relate to product descriptions, pricing, and availability. We reserve the right to correct any errors, inaccuracies, or

omissions and to change or update information at any time without prior notice (including after you have submitted your order). We apologize for any inconvenience this may cause you. Couture Cupcakes reserves the right to refuse or cancel any orders containing any error, inaccuracy or omission, whether or not the order has been submitted, confirmed and/or your credit card has been charged. If your credit card has been charged for the purchase and your order is cancelled, Couture Cupcakes shall promptly issue a credit to your credit card.

We reserve the right to refuse any order for any reason at any time. If your credit card has been charged for the purchase and your order is cancelled, Couture Cupcakes shall promptly issue a credit to your credit card.

ALL PRICES AND AVAILABILITY ARE SUBJECT TO CHANGE WITHOUT NOTICE. Our policies may at any time change as conditions warrant.