



Kaela's Kakes

Standard Operating Procedures

Revised 2024

I understand that by submitting my payment to Kaela's Kakes, I have read and agreed to the terms outlined below. These are the standard operating terms, and all items may not apply to your order at this time.

1. Placing Your Order

A deposit is required when placing your order, in order to hold your event date. Without a deposit, your event date is not reserved, and in turn, can be fulfilled by someone else in the meantime.

The required deposit is 50% of your total. If your event date is less than fourteen (14) days from when you placed your order, your payment is due in full when placing your order, unless otherwise specified.

Your deposit is refundable within two (2) days after submitting the amount. Since your deposit is used to reserve your date, Kaela's Kakes may have denied business from others to fulfill your event date. Therefore, if I am not notified in a timely manner of your order cancellation, your deposit will be forfeited. Orders that were required to pay in full due to their timeframe, are not eligible for a refund. However, I will do my best to work with you to find a common solution.

After a deposit is received, I provide a rendering of your Kake so we can both see and discuss the plan for your Kake. However, I feel most comfortable putting forth art that I have final decisions on if I feel something will look better a different way once it comes together. Similarly, you understand that I cannot duplicate another artist's work.

2. Your Invoice

Please review your details very carefully for any errors, such as the spelling of names, delivery addresses, delivery times, and pricing. I cannot guarantee changes after your order is placed, as I immediately enter it into a production schedule.

I will do my best to accommodate changes, but please let me know as soon as possible so that I can take the necessary steps. Changes cannot be accepted less than five (5) days prior to your order, as elements will be in production at this stage.

3. Payment

The remaining balance is indicated on your invoice, as well as the date it is due by. It is typically due seven (7) days before your event. You will be reminded via automatic email once a payment is due.

Should you have a remaining balance five (5) days prior to your event, having no contact with me, I reserve the right to cancel your order for non-payment and your deposit will be forfeited. If I have already begun work on your order, you may be responsible for additional monies.

Kaela's Kakes allows you to pay your invoice online, just follow the link in the email. Paying online with a credit card incurs a service charge. This fee goes directly to the credit card processor- I do not receive any of this fee. To avoid this charge, you are welcome to pay with a check, cash, Zelle, or Venmo, abiding by the same due dates. Just let me know so I can be on the look out and manually satisfy your invoice.

Should there be a need for you to request a refund, the refund will be issued sans the processing fee. While there is no "returned check fee", my processor does not refund the service charge. So you will be responsible for this fee if your payment was made via credit card.

4. Fulfillment

Should you or a representative pick up your order, you assume all liability for your items once it leaves Kaela's Kakes' possession. I do my best to pack your items well, and even more so if I know you are traveling, but as you can imagine, I simply cannot guarantee the safety of your items.

Please allow 15 minutes on either side of your delivery time to accept the delivery. You will receive a reminder via text message the day before or the morning of, to confirm your delivery. Upon arriving, the driver has been instructed to wait for contact to be made and then hand off the items. If no contact is made after ten (10) minutes, we will use our discretion to find a suitable spot to leave your items. This includes any inclement weather- we must maintain our schedule and respect our driver's time.

Set up is typically complementary with your delivery, unless otherwise specified. We will unbox or open your items on arrival for inspection.

For pickups- Please keep to the agreed upon window to retrieve your items. Many times, I have other deliveries or pickups scheduled for the same day, so I try to schedule accordingly. If you will be running more than 15 minutes late, please just let me know so we can accommodate others in the meantime!

Please Note: If you would like your delivery to be contactless, please let us know in the confirmation text the day before.