

## General

The Cakelicious Bakery products are perishable and for that reason we only offer 2nd Day or Overnight delivery. Orders placed before 12 pm CST are processed and shipped the same day. Look up below for rules and exceptions.

Your order will be carefully packaged in an insulated shipping carton with reusable gel ice packs which will maintain the product's optimal temperature during transport and ensure that it arrives fresh and in perfect condition for your enjoyment.

Shipments must be delivered to a physical street address only. No shipments will be allowed to PO, APO or FPO.

We suggest signature confirmation at an additional charge. The Cakelicious Bakery is not responsible for any misplaced or unattended packages left by our carrier at a recipient's address.

When shipping to a hospital or hotel, please verify discharge/checkout times and make necessary arrangements with the location to ensure delivery to the recipient's room. The Cakelicious Bakery is not responsible for packages misdirected after delivery.

The Cakelicious Bakery is not responsible for late shipments due to weather conditions or other circumstances beyond our control.

## Two Day Delivery

Orders are shipped the same day if placed by 12 pm CST, Mondays through Wednesdays, excluding holidays, pending credit card authorization and verification, and will arrive in two business days.

Orders received after 12 pm CST on Monday and Tuesday will be shipped the following business day.

Orders received after 12 pm CST on Wednesday will ship the following Monday unless you request Overnight or Saturday delivery at an additional charge (see below).

Charges will be computed automatically at checkout based upon the weight of the product.

## Overnight Delivery

Orders are shipped the same day if placed by 12 pm CST, Monday through Thursday, excluding holidays, pending credit card authorization and verification, and will ship overnight to arrive the next business day.

Orders received after 12 pm CST on Monday through Wednesday will ship the following business day.

Orders received after 12 pm CST on Thursday will ship the following Monday unless you request Saturday delivery at an additional charge (see below).

Charges will be computed automatically at checkout based upon the weight of the product.

### Saturday Delivery

Orders for Saturday delivery must be made before 12pm CST on Friday, excluding holidays.

Saturday delivery is available for most areas. We apologize if your area is not included and will attempt to contact you if your location is not available for Saturday delivery.

Charges will be computed automatically at checkout based upon the weight of the product.

### Alaska, Hawaii, U.S. Territories And Remote Rural Deliveries

For Alaska, Hawaii and US Territories, \$15.00 will be added to 2nd Day and Overnight rates. Regretfully, The Cakelicious Bakery cannot process Saturday deliveries to these locations at this time.

The Cakelicious Bakery does not ship outside of the U.S.A. For corporate gifts, wholesale and volume orders, multiple shipping destinations or any other additional questions please contact us at (281)-997-1434 or email us at [orders@thecakeliciousbakery.com](mailto:orders@thecakeliciousbakery.com).

### RETURNS

The Chocolate Bar will do everything in its control to make sure that our customers are completely satisfied with their orders. Unfortunately, due to the perishable nature of our chocolate products and in accordance with local and state health codes, we cannot accept returns of any perishable product.

However, we do recognize that sometimes our product gets damaged en route. If this happens, we request that you call our customer service department at (281) 997-1434 immediately.