



Order and Cancellation Policy

- Quote requests are accepted by
 - Phone: 972-869-0015 or 817-371-7357
 - E-mail: lascolinas@outtatheoven.com
 - Website message: <https://www.outtatheoven.com/contact-us>
- One of Outta The Oven's employee will contact the customer within 1 week of receiving the request, depending on due date and availability
- Quotes are discussed through e-mail or phone
- Once the customer decides to confirm the order and reserve the date, a contact with the decorator is organized for the purpose of validating the following information:
 - Customer's best contact phone number
 - Flavors to be used in the cake
 - Confirmation of the colors and design
 - Final pricing
 - Due date for the order
- A deposit of at least 50% by credit card or by Zelle is needed to reserve the date and finalize confirmation. No product is confirmed until the deposit payment is complete. Deposit is non-refundable.
- If cancellation of an order takes place, the 50% deposit is non-refundable. If cancellation takes place less than 7 days before the event then we reserve the right to seek payment for 100% of the order value.
- The customer can provide feedback at the time of pick-up, and we will be happy to make adjustments at that moment. Because it is a customized product, no refund or return will be accepted under any circumstance. We are not responsible for transport of a cake by the customer or one of his/her representatives.
- If no one shows up at the due date, during our opening hours to pick up the order, the order will be considered abandoned and the cake discarded. As stated above, no reimbursement can be expected.