



Return/Cancellation Policies

Due to the tedious, handcrafted nature of our products, we are unable to provide refunds or exchange custom cakes, cake pops, cupcakes or cookies.

Once a cake has been picked up by you or a designated party it is considered "Accepted". All products are the responsibility of the customer once it leaves our shop. Refunds requested due to decorating style, color shade or general decoration design will not be honored. We only give refunds in accordance with refund policies stated above.

We bake one day and decorate the next. If you need to postpone your cake for another date, we require at least one week notice. With less notice, we can reschedule your order (depending on availability) however you may incur an extra charge to re-bake the cake/recreate the elements on the cake. If you'd like to change the flavor of your cake, we require 72 hours' notice. 3D Cakes require at least one week's notice if changes want to be made to the cake or to change the date.

Cake flavor and texture is subjective. Refunds requested due to flavor or texture after cake has been accepted and picked up will not be honored. You may qualify for a store credit if the product is brought back to us and the quality of the cake flavor or texture is determined not to meet our standards (Our cakes are tasted daily to insure highest possible quality). Quality determination is solely at the discretion of Fluffy Thoughts. Our cakes are baked from scratch with all natural ingredients, and **need to be kept out at room temperature for at least two hours prior to serving**. Keep in mind variety in temperature and humidity may impact the flavor, overall design, or texture of the cake to some degree. Please understand we cannot control changes in texture or changes in color or shape due to weather conditions.

DEPOSITS ARE NON-REFUNDABLE.

- If you cancel a cake order before we have a chance to deliver it to you, there is NO Refund
- If you pre-paid in full, or placed a partial deposit, you will NOT get a refund if you cancel your order before we have a chance to deliver it to you
- If any cakes are canceled within 3 days, you will not receive a refund but will receive a store credit

The following 3 scenarios are the only instances when we will provide a full refund:

1. If we fail to deliver your cake on the date and time stated on your contract for your wedding, or event. If we deliver the cake 2 hours late, or less we will NOT provide a refund. Further, if customer provides wrong date, time or address for delivery, we will NOT provide a refund. **We will not be responsible for any additional expenses that you incur as a result of our failure to deliver the cake. Our liability is limited to the contracted value of the cake.**

2. If you come to our store for "pick up" and the cake does not meet your expectations, we will give you a refund (minus 25% handling/cancellation fee). This refund will be in place of a check (NO CASH or CREDIT refunds will be given) NOTE: If we give you a refund, you CANNOT keep the cake. You only get the 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.

3. If we deliver the cake to you and the cake does not meet your expectations, we will give you a refund (minus 25% handling/cancellation fee). NOTE: If we give you a refund, you CANNOT keep the cake. You only get the refund if you do not "accept" the cake. If you request a refund at time of delivery, you MUST give us back 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.

That's it. We do not give refunds under any other circumstances. Refunds are given within 7 days.