

### **ORDERING TIMELINE:**

All of our specialty cakes have an ordering timeline (listed below) of 2-7 days based on the complexity of the cake.

<b>TIER:</b>	<b>NOTICE:</b>	<b>DESCRIPTION:</b>
LEVEL 1	2+ days	Basic frosting décor, <u>basic</u> frosting draw on (ex. Elmo face/football), digital image scan on, Motifs (from book in store)
LEVEL 2	3+ days	Sugar flowers, basic fondant work (ex. Polka dots/ snowflakes), <u>complex</u> frosting draw on, basic themed cakes (ex. 'drip' cakes), specialty cake flavors (i.e. marble/funfetti/dyed color)
LEVEL 3	5+ days	Flat cutouts (ex. numbers/cross shape), 2 tier, intricate 3D fondant figures/animals
TOP LEVEL	7+ days	3D cakes (ex. upright standing car/animal), 3+ tier, specialty decorated cutout cookies (i.e. baby carriage, number cutout)

### **PAYMENT/DEPOSIT POLICY:**

A deposit of at least half the total MUST be made on any item/cake that is over \$40. If your order is over \$80 it MUST be paid for IN FULL. Your order will not be secured or held on the calendar until the necessary payment is made. If you do not make payment prior to the 'notice' timeline (above) we will no longer be able to accept your order.

### **CANCELTION POLICY:**

Each week all of our store locations receive a very large amount of custom cake orders. In order to maintain the quality of our work, we are only able to accept a certain amount. When a cancellation is made with the proper notice, we are able to accommodate another customer's order to fill the open spot. However, when a last-minute cancellation is made, we are not able to make up for the lost sale, thus the cancellation fee.

Please carefully review the below cancelation timeline before ordering a specialty cake at Fratelli's

<b>NOTICE:</b>	<b>RESULT:</b>
5+ days' notice	Full refund or store credit (customer choice)
2-4 days' notice	Store credit ONLY
Less than 2 days' notice	Store credit only, MINUS a 30% cancelation fee
Rescheduling with less than 2 days' notice	20% change fee will be applied to next order
Order changes with less than 2 days' notice	May not be granted

### **ONLINE CAKE GALLERY:**

The online cake galleries that are featured on our website display a wide variety of specialty cakes that have been designed by one of our talented cake decorators in the past. Each cake is labeled by number for easy communication and is available to order at any time (given the appropriate notice). If you see something you like, simply fill out the cake order form with your desired details and one of our team members will be in touch within 24-48 hours to provide pricing and other important information related to the selected cake. If your cake is for less than 48 hours' notice, please call the store to confirm that it can be done given the time restriction.

Please note: color, font and décor for all the cakes in our gallery may not be EXACT. Minor details vary depending on each cake decorator's style and technique. When ordering your cake, you agree to this policy.

### **SPECIALITY CAKE ORDERING:**

Our store front associates are trained to take basic cake orders and also have the ability to provide pricing on any specialty cake **listed on our website**. If you have a special request outside of what's shown on our website, please email us at one of the below emails and one of our cake consultants will be in touch with additional information & pricing.

- Quincy: [mail@fratellispastry.com](mailto:mail@fratellispastry.com)
- Weymouth: [weymouth@fratellispastry.com](mailto:weymouth@fratellispastry.com)
- Taunton: [fratellistaunton@gmail.com](mailto:fratellistaunton@gmail.com) – Please note: our Taunton location operates as it's own entity and pricing and availability will vary.

### **CREATIVE FREEDOM POLICY:**

Our team of cake decorators are very talented and have many years of experience in the cake decorating industry. Please allow them CREATIVE FREEDOM to make/decorate your order as they see fit. As the customer, you may suggest themes, color palettes/tones, and other general decorations, however – EXTREMELY SPECIFIC requests may not be granted. Please keep in mind exact replications are not possible, as each decorator has their own styles and techniques.

### **MERCHANDISE CREDIT/REFUND POLICY:**

Any discrepancies with a product after it has left the store must be documented with a photo, or you must return the item to the store within 48 hours of pick-up. Merchandise credits or refunds will not be honored without proof of discrepancy, NO EXCEPTIONS.

We do not give refunds or credits unless a mistake was made on our part. Mistakes DO NOT include décor details such as (but not limited to) color shades/tones, writing type, décor placement, etc. that was not specified in the original order. This is strictly enforced by our creative freedom policy.

We require all customers to review their completed cake/order before leaving the store to ensure all details look correct. If there is an error (i.e. spelling of name) we can easily make this change for you in-store before leaving. If you are sending someone else to pickup for you please ensure they know all the details to look for. Once the item leaves the store (and the cake as been reviewed) we are no longer responsible for any faults to the cake.

**ALLERGY ADVISORY:**

We try our very best to accommodate customers with allergies. if an allergy advisory is noted on an order all of our tools and equipment are properly sanitized/cleaned before working on the order. That said, Fratelli's is NOT a nut free or gluten free facility and therefore, we CAN NOT guarantee that trace amounts have not come in contact with your order. Fratelli's does offer a select amount gluten free products and cakes. However, the same advisory stands when ordering any of those items out of our facility.