

## Alani Bakery LLC Terms and Conditions

Orders may be placed by utilizing the Order Now form. Orders are taken on a first come, first served basis. Order due dates are not reserved or guaranteed until a deposit is received.

Once order details are discussed, an invoice will be provided via email and the link will walk you through payment options from there. A nonrefundable 50% deposit must be received within 48 hours, otherwise the order will be canceled and the date offered to the next in line. The remaining balance is due 2 weeks before the order due date. Failure to pay the remaining balance will result in cancellation. Some changes to order details may be accepted and made up to a week before the order due date. Some changes in details may be subject to price changes depending on additional supplies or ingredients needed to accomplish the request.

Most orders may be picked up for free at my home bakery located in Coeur d'Alene, ID. If free pickup is requested, Alani Bakery LLC is not liable for damages to the finished product after it is handed over to the customer. Some orders may require delivery due to size, complexity, and/or weather issues to ensure that the order arrives at your event in perfect condition. Occasionally, some orders may require assembly at your event venue. A delivery fee of \$1.50 per mile may apply. Orders of \$200 or more are offered free delivery within 5 miles, with a fee of \$1.50 per additional mile. Orders of \$500 or more are offered free delivery within 50 miles. Any delivery beyond 50 miles may be subject to an additional \$20 delivery fee.

If you are not satisfied with your order, a full or partial refund may be approved upon the return of your product. Refunds may be offered on a case-by-case basis depending on

the issue and amount returned. Refunds may only be offered if you have returned at least half of the product fully intact. Returns are necessary so that I may assess the issue and what caused it to prevent it from happening in the future.

All items made by Alani Bakery LLC are considered “shelf-stable,” meaning they can be left at room temperature for 3-5 days without compromising the quality of the item. Customers will receive care instructions with additional information regarding their specific product.

Alani Bakery LLC is a cottage food operation that complies with all cottage food rules and regulations as outlined through Panhandle Health Department and the state of Idaho. My home bakery is not subject to regulatory inspections by a state health inspector. This means that the items I produce are not required to be temperature controlled, and any item may come in contact with any allergen present in my home. When placing an order with me, customers are fully informed and aware of the possibility of the presence of and/or cross-contamination with allergens. Furthermore, the state of Idaho and Panhandle Health Department do not require a full list of ingredients labeled on any item; however, I am more than happy to send a full list of ingredients and possible allergens upon request. Please still note that these lists have not been evaluated by the FDA, and Alani Bakery LLC cannot be held liable for possible allergic reactions under the state's cottage food laws.