



Terms and Conditions

Pricing - Custom Sugar Cookies

Regular-Size Cookies (approximately 3")

Custom cookies start at \$39/dozen. This includes up to 3 custom designs. Prices increase from the base price based on intricacy, number of designs, and number of colors. Minimum 1 dozen regular-size cookies per order preferred.

Mini-Size Cookies (approximately 2")

Mini cookies start at \$27/dozen. Prices increase from the base price based on intricacy, number of designs, and number of colors. Minimum 2 dozen mini-size cookies per order preferred. If you are adding minis to a regular-size cookie order, the minimum preferred is 1 dozen (must be same design/colors as your regular-size cookie order).

Cottage Food Laws

Your order will be made in a home kitchen. The kitchen is not subject to inspection and may also process common food allergens such as tree nuts, peanuts, eggs, soy, wheat, milk, fish, and crustacean shellfish. Wendy Bee's holds the Food Handler Course Certificate of Training (verification 19bec9-jf29c78) and adheres to all Colorado Cottage Food Laws. Colorado does not permit cottage bakers to sell their items for resale or send their products by mail. Consuming food, as with the consumption of anything, comes with inherent risks. Choking hazards, food illnesses, and allergic reactions are possibilities and Wendy Bee's holds no liability for such.

Discounts

Bulk, wholesale, or quantity discounts are not offered. Nonprofit organizations may be eligible for a discount.

Packaging

Cookies come individually wrapped and heat sealed to ensure maximum freshness. Each package is appropriately labeled with ingredients and known allergens. All custom orders are packed in bakery boxes for transport. If you would like your cookies individually wrapped as favors with twine or ribbons, there will be an additional charge (\$12/dozen). Custom labels, stickers, gifts tags, and cards, to coordinate with the cookie designs, are available for an extra fee.

Colors and Designs

Every effort is made to match colors as best as possible when requested; however, colors may vary, and there is no guarantee that colors will be an exact match. Samples may be provided upon request so you may approve the colors. Copyrighted and/or trademarked images and/or characters are not permitted, nor is replicating another baker's work.

Availability

For custom decorated sugar cookies, 2 weeks advance notice is appreciated. Inquiring about a date does not reserve your spot on the order calendar. Dates are only reserved when your order has been confirmed.

Quotes

A quote will be provided for your order. You may provide inspiration pictures or ideas; some may be provided to you as well upon request. Wendy Bee's will work with you to develop a plan for beautiful cookies for your occasion.

Placing an Order

After receiving your quote, it is your responsibility to confirm within 72 hours. Upon confirmation, an invoice including details of your order will be sent. A 50% retainer fee (non-refundable, yet transferable to your next order) is due within 72 hours of receiving your invoice. Payment of the retainer is indicative of the artwork being selected and approved. If the retainer fee is not paid within 72 hours, your order will be canceled. If you encounter difficulty making the payment, please contact Wendy Bee's. Final payment (remaining 50%) is required on your pick-up date. Please note last minute orders may be subject to a rush fee.

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www.wendybeescookies.com | wendybeescookies@gmail.com | 303.408.1570

Payment Options

Invoices may be paid through Venmo, Zelle, Check, or Cash. Credit card payments require an additional processing fee.

Changing an Order

Changes to cookie designs, quantities, or event dates can be requested. Every effort will be made to accommodate your request. All changes must be requested no less than 1 week before your pick-up date and may be subject to additional fees. All designs, quantities, and event dates are final 1 week prior to your event. Changes to your event date are subject to availability.

Canceling an Order

Life happens. Refunds will be given for orders that are canceled more than 2 weeks prior to the event date. If you need to cancel an order less than 2 weeks from your event date, your retainer payment will be transferable to an alternate date, subject to availability. Your alternate date must be booked within 6 months of your canceled order. Orders canceled less than 2 weeks from your event, are not transferable to an alternate date and no refunds will be given. If Wendy Bee's must cancel an order due to illness or emergency, a full refund will be issued.

Pick-Up

Orders must be picked up at Wendy Bee's home. The address will be included on your invoice, along with the pick-up date and time window. Drop-off of your order may be available within a 15-mile radius of Monument, Colorado, for an additional \$5 delivery fee. Someone must be available to receive the cookies. For pick-up, you may arrange to send someone in your place. Orders must be picked-up at the agreed upon time. If you are running late or need to change your pick-up time, please reach out. If your pick-up time has passed by 30 minutes, you will be contacted. A second attempt to contact you will be made at the end of the day the cookies have not been picked-up. Failure to respond or contact me after 72 hours will result in your order being forfeited. No refund or credit will be issued.

Order Release and Cookie Care

When you receive your cookies, they will be in good order. Once you have your order in hand, the order is no longer the responsibility of Wendy Bee's. Please clear a flat surface in your vehicle for the box(es) and/or bag(s). The floor of the vehicle is recommended in case you must stop quickly. Cookies are fragile and it is important to handle them with care. You may be provided with instructions, written and/or verbal, on how to properly store your cookies. Cookies should be stored in a cool, dry location at room temperature and are best if consumed within 3 weeks of pick up. For longer term storage, place your cookies in an air-tight container and freeze them for up to 3 months. Please DO NOT put your sugar cookies in the refrigerator; too much moisture may cause the cookies to sweat and/or colors to run and the cookies will dry out in the refrigerator.

Product Photography

Orders may be photographed and posted on Wendy Bee's website or social media. If you do not want your cookies in the spotlight, please note that at the time you place your order.

Quality Assurance

Wendy Bee's takes great pride in their work and operates the business with honesty and integrity. If you are not satisfied with your order, please share your concerns. We can discuss and determine next steps.

Communication

To get your order right, please reply to messages within 72 hours. Questions for Wendy Bee's? Please give us about 48 hours to reply as we're usually covered in dough and powdered sugar.

Acceptance of Terms and Conditions

A copy of the Terms and Conditions will be attached to your quote. Confirmation of your order indicates that you accept these terms and conditions as written.