

AMOUR *my* SWEETS

Terms & Conditions

Updated February 2026

Payments & Booking

- Retainer: A non-refundable retainer of 50% of your total (or \$100, whichever is less) is required to secure your date.
- Full Payment: Orders under \$100 or "Rush Orders" must be paid in full at the time of booking.
- Final Balance: Due 2 weeks before your event.
- Late Fees: A \$5/day late fee applies to balances past due. After 5 days of non-payment, your order will be cancelled.
- Payment Methods: We accept payments via your digital invoice, Apple Pay, Zelle, Cash, or Certified Check. No personal checks. It is the clients responsibility to remit alternative payment methods in person by scheduled due date(s).

Cancellations & Refunds

- Client Cancellation: The client will be issued a credit towards their next order. Credits must be used within the same calendar year. All retainers and pre-payments are non-refundable in Cash.
- Baker Cancellation: If we must cancel for any reason, we will try to reschedule. If we can't, you will receive a 100% refund of all prepayments.

Pickup & Delivery

We are located in North Lafayette, LA - Exact location will be sent to you with pickup reminders the week of your order.

Pickup Hours:

Tue-Fri (6pm-8pm) | Sat-Sun (10am-12pm) | Mon (Closed).

- Pickup Safety: Please arrive in an air-conditioned vehicle with a flat, clear floorboard space. Never place cakes on a seat or in a passenger's lap.
- Late Pickups: A 10-minute grace period is provided. After that, a \$25 late fee applies, or you must pick up during the next available window.
- Delivery: Fees start at \$35 or \$2/mile (whichever is greater). If no one is present to receive the delivery after 15 minutes, the order will be returned to the bakery for client pickup.

Changes & Media

- Adjustments: Small changes are usually fine but may result in a price increase. We ask that if any changes need to be made, they are requested no later than a week prior to your scheduled order date.
- Photos: We love showing off our work! We reserve the right to use photos of your order for advertising/social media.

Allergens & Liability

- Allergen Warning: We are a home-based bakery. All items are prepared in a kitchen that handles Soy, Milk, Eggs, Peanuts, Tree Nuts, and Wheat/Gluten. We cannot guarantee an allergen-free environment and cannot cater to severe allergies.
- Liability: Once the order is picked up or delivered, Amour My Sweets LLC is not responsible for any damage, injuries, or allergic reactions.

Client Consent

By paying your retainer/invoice, you agree to these terms. You confirm that you have reviewed your order details, understand the payment schedule, and accept the allergen/liability disclosures. This agreement supersedes any previous conversations.