

## Terms & Important Information

Bitsy's Bakery is a small, seasonal, home-based baking operation. By placing an order, you acknowledge and agree to the following terms:

### Home Kitchen Disclosure:

All products are prepared in a private residence that is not inspected or regulated by the Department of Health. Standard food-safety practices are followed, but the kitchen is not commercially licensed.

### Allergen Notice:

Products may contain, or may be prepared on shared equipment that processes, common allergens including but not limited to wheat, dairy, eggs, nuts, and soy. While we are happy to discuss ingredients and accommodate requests when possible, cross-contamination cannot be fully eliminated. Customers with severe allergies should use their discretion when ordering.

### Order Process & Acceptance:

Submitting an order request does not constitute acceptance of the order. All orders must be reviewed and confirmed by Bitsy's Bakery. You will receive confirmation of availability, timing, pricing (if applicable), and pickup arrangements.

### Turnaround Time:

Typical preparation time is 2 to 5 business days, depending on schedule, order size, and seasonal demand. Rush orders may be accommodated at the baker's discretion but are not guaranteed.

### Cancellations & Changes:

Cancellations or changes must be made at least 48 hours prior to the agreed-upon pickup time. Late cancellations may result in a fee or forfeiture of any deposit or prepayment if one was provided.

### Payment Terms:

Payment is due upon pickup unless otherwise agreed. Accepted payment methods include cash, check, or Venmo. Returned checks may incur a fee.

### Pickup, Handling & Liability:

Once items are picked up, proper storage and safe handling are the responsibility of the customer. Bitsy's Bakery is not responsible for issues, spoilage, allergic reactions, or damages that occur after items have left the premises or resulted from transport, storage, or customer handling.

### Limitation of Liability:

By purchasing from Bitsy's Bakery, the customer agrees to hold harmless and release Bitsy's Bakery and its owner from any liability arising from the consumption, handling, storage, or transport of the products, except where prohibited by law.

Thank you for supporting a small home baker as she builds her craft and her savings.