

# TERMS & CONDITIONS

The Bake Lab LLC | NYC & Long Island Catering Agreement

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This agreement (the "Agreement") outlines the terms of service for all catering and bakery orders placed with The Bake Lab LLC ("The Bake Lab"). By placing an order and submitting a deposit, the Client agrees to be bound by the following terms.

## 1. Ordering & Lead Time

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- **Standard Lead Time:** To ensure the highest quality and availability, all orders must be placed at least one (1) week in advance of the scheduled event date.
- **Rush Orders:** Requests made within the one-week window are considered "Rush Orders." For such requests, please contact us directly via email and/or phone. If calling, please leave a detailed voicemail to ensure your request is processed.

## 2. Booking & Payment Terms

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- **Deposit:** A non-refundable deposit of 50% of the total order value is required at the time of checkout to secure your date and service.
- **Final Payment:** The remaining balance is due in full no later than 48 hours prior to the scheduled event time.
- **Late Payment:** Failure to remit full payment 48 hours before the event may result in the immediate cancellation of the order and forfeiture of the initial deposit.
- **Orders will not be released or delivered until full payment is received.**

## Rescheduling

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Client may request to reschedule the event date up to 21 days prior to the original Event Date. Acceptance of rescheduling is subject to the Company's availability. A rescheduling fee of 15% of the Total Contract Price will be applied to cover administrative restructuring and potential lost opportunities for the original date. No rescheduling is available if event is less than 1 week of delivery date.

## Force Majeure

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If The Bake Lab LLC is unable to perform its obligations due to acts of God, government-mandated shutdowns, or shared kitchen facility failures, the Company will issue a credit for a future date or a refund of payments made, less any actual costs incurred for ingredients or specialty supplies already purchased.

## Quality & Acceptance

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Upon delivery and signature of the Delivery Acceptance Form, the products are deemed accepted by the Client. Due to the perishable nature of baked goods and the variables of NYC transport/climate, refund requests based on subjective "taste" or "texture" preferences, or damage occurring post-delivery, will not be honored.

### 3. Delivery Policies

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- **Minimum Order:** A minimum order value of \$100.00 (excluding taxes and delivery fees) is required for all delivery requests.
- **Availability:** Delivery is available daily throughout NYC and Long Island, excluding select major holidays. Please inquire about holiday availability at the time of booking.
- **Grace Period:** While we strive for absolute punctuality, please allow for a 15-minute grace period from your requested delivery time to account for metropolitan traffic and logistics.

### 4. Cancellation & Refund Policy

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Our products are made-to-order and ingredients are sourced specifically for your event. Therefore, the following cancellation fees apply:

Order Type	Cancellation Window	Cancellation Fee
Standard Orders (<\$500)	Within 48 hours of event	25% of Total Order Value
Large Orders (\$500+)	Within 48 hours of event	30% of Total Order Value

#### **NO REFUND POLICY:**

Once the final payment is made (48 hours prior to the event), the order is considered final. No refunds will be issued for cancellations made within the 48-hour window preceding the event, as labor and materials have already been fully committed.

### 5. Liability & Compliance

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The Bake Lab ensures all products are prepared in compliance with New York health and safety standards. Clients are responsible for providing accurate delivery instructions. The Bake Lab is not responsible for delays caused by incorrect information or lack of access to the delivery site.