



POLICIES/TERM & CONDITIONS

Allergens

Our products may contain or come into contact with milk, wheat, tree nuts, peanuts, soy and other allergens.

Custom Orders

I will follow your request as closely as possible to create the desired design. Detailed descriptions, photographs and sketches are due at the time you submit an inquiry form. As each order is custom and individually designed, exact replication of a provided design, another cookie artist's work, or copyrighted materials may not be possible and is not guaranteed.

Changes to design may change the amounts quoted in the invoice. Changes must be submitted no later than two weeks prior to the date of pick up.

Deadline for Payment

After your order has been accepted, you will receive an invoice via email. Full payment is due within 48 hours of an invoice being sent. Your order is not placed until I receive payment.

Deposits & Retainers

If you would like to place a custom order but you have not yet chosen a theme/design, you may reserve your date by paying a \$20 nonrefundable deposit. I can send you a quote once your theme/design has been chosen. Full payment of the order will be due within 24 hours of an invoice being sent--your \$20 deposit will be applied to the final payment. Final designs must be submitted no later than two weeks prior to your reserved date.

Home Baker

The Spotted Bulldog is a custom order bakery providing decorated sugar cookies. We provide baked creations from scratch using only quality ingredients, no commercial mixes. Home-based business operating under the WI Cottage Food Law in Neenah, WI.

Hours of Operation

I am available by appointment only.

Ordering Process

Please fill out the form as completely as possible and be sure to leave your name and email address so that I may respond to your inquiry. I will review all inquiries and respond within 48 hours. If I am available on your requested date, I will prepare a quote for your order and for your review. I require full payment to place your order.

Orders are accepted subject to my availability

I run a home-based Cottage Food Operation using a standard single kitchen oven in addition to working full time & raising a family. This is a one-woman show and I do not have any employees working under me. I also do not have access to a large commercial kitchen to process larger orders in a short amount of time. The two (2) week minimum notice above is the minimum notice I need to avoid charging a rush fee and is a guideline. As with other service-based industries, my time and resources are limited. Dates in my calendar are blocked off when my schedule has reached full capacity. If I am completely booked for your date, I will not be able to accept your order even if an inquiry form is submitted with the minimum two (2) week guideline above. If I am able to accept your order, you will receive an invoice via email with payment instructions. Payment is due within 48 hours of being sent. All invoice remaining unpaid after 48 hours will automatically be canceled.

Ordering Timeframe

Everything is made fresh; I do not keep stock on hand. Orders must be placed in advance to allow sufficient time to purchase supplies and prepare the order.

Custom Orders must be placed a minimum of two weeks in advance to avoid a rush fee. Custom orders take several hours to complete and are typically completed over the span of a few days.

I special order many custom items and tools for my designs and it can take weeks (and sometimes months) before I receive them. The earlier you place your order, the more time I have to order the correct supplies needed to execute the design and bring your ideas to fruition.

Larger orders will need longer processing times and cannot be completed with minimum notice.

Orders placed outside of the timeframes listed above may be accepted, subject to my availability, and will incur a Rush Fee. The Rush Fee is \$20 or 25% of the cost of your order, whichever is more.

Payment

Currently, all invoices are sent through PayPal. Payment may be made by cash if requested. If paying with cash, please bring exact change. Checks are accepted at my discretion; if you are approved to pay by check you must make the check out to Alexa Cayce, as I operate as a sole proprietorship.

Pick Up Times

Cookie pick ups are available during the following times:

Monday: 5pm - 8pm

Tuesday: 5pm - 8pm

Wednesday: 5pm - 8pm

Thursday: 5pm - 8pm

Friday: 5pm - 8pm

Saturday: 10am - noon

Sunday: 10am - noon

*Delivery is not available at this time.

Pick Up Etiquette

All pick ups are porch pick up. Please do not arrive prior to the agreed upon pick up time and please be prompt. Please contact me immediately if you know that you will be running late or if you need to pick up at a different date or time. To ensure the highest quality, cookies will be placed on the porch 10-15 minutes prior to your pickup time. If cookies are damaged due to being picked up late, The Spotted Bulldog cannot be held responsible. Please pick up at the agreed upon time.

The Spotted Bulldog will make one (1) attempt to contact you via Facebook and one (1) attempt via email if you have not picked up your order at the agreed upon time. If I do not hear back from you within 6hrs of contact, your order may be donated or resold.

Pricing

For your convenience, base pricing is listed on <https://thespottedbulldog.business.site/>. I will respond to inquiries as soon as I can, but no later than 48 hours from the time your inquiry was submitted. You will receive your quote in a separate email. The quote will provide a price for all items selected in your inquiry. If your budget happens to be lower than the cost of the items you selected, you may need to sacrifice quantity and/or design to fit your budget. I can work within most budgets.

Refunds

All items ordered are nonrefundable. You (or the person you designate to pick up or accept your order) will have an opportunity to inspect your order at the time of pick up. The Spotted Bulldog is not responsible for the condition of the order once it leaves our possession.

Payment is nontransferable and nonrefundable, and it reserves your date in my calendar. It is used to purchase the necessary supplies to complete your order, and, in the event of cancellation, it is used to offset the cost of business that I have lost due to declining orders based on your reserved date.

Shipping

Currently orders are available for local pick up only.