Order Policies

Kylie's Little Dips

Lead Time

All orders require a minimum of 2 weeks' notice. Custom designs, large quantities, or holiday orders may require additional time. Orders submitted with less than 2 weeks' notice may not be accepted.

Payments & Deposits

A 50% non-refundable deposit is required to secure your order and date. The remaining balance is due before or at pickup (or before delivery). We accept Venmo, Cash App, and Zelle. Your order is not confirmed until the deposit is received.

Cancellations & Refunds

- Cancellations made 7 or more days before the scheduled pickup or delivery date: the order is canceled and no remaining balance is owed. The deposit is non-refundable.
- Cancellations made less than 7 days before pickup or delivery: no refunds will be issued, as ingredients and production time have already been committed. The deposit is forfeited.
- No refunds or exchanges once the order has been picked up or delivered. All sales are final due to the perishable nature of the products.

Pickup

Orders are available for pickup in the Chandler/Gilbert area during the agreed window. Please arrive within the scheduled time. Orders not picked up within 48 hours of the scheduled time may be forfeited. Once the order is in your possession, you are responsible for its care and transport.

Delivery

Local delivery is available within Chandler, Gilbert, and Tempe (approximately 20 minutes from me). Delivery details and any fee will be confirmed when you place your order.

Allergens & Kitchen

All products are made in a home kitchen that may come in contact with common food allergens (including wheat, eggs, milk, soy, peanuts and tree nuts) and pet allergens. We cannot guarantee a completely allergen-free environment. These products are made in a home kitchen that is not inspected by the health department. Please inform us of any severe allergies when ordering.

Customization

Designs, colors, and decorations are handmade and may vary slightly from photos or mockups. We do our best to match your request as closely as possible.

Order Changes

Order changes are accepted up to 7 days before pickup or delivery. Changes requested closer to the date may not be possible.

Storage

Best enjoyed within 3–5 days. Store in a cool, dry place. Cake pops and cakesicles can last up to two weeks in the refrigerator and up to two months in the freezer. Warning: Keep treats out of hot cars and direct sunlight. Not responsible for melting after pick-up.

Thank you for supporting Kylie's Little Dips! 🤍