



BRINGIN' THE SWEET

Welcome to HEY SUGAR...Abilene's OG on-demand, fresh-baked cookie delivery! We've been "bringin' the sweet" here in Abilene, since 2020, and continue to be so blown away and grateful for the support from this town we love! THANK YOU for supporting our small business and family!

*We are currently taking time off, during the month of July, but August orders and Back to School cookie subscriptions are open NOW, at <https://linktr.ee/heysugarabilene>
We may just have some surprise pop-ups this month 😊, so be sure you're subscribed to our TEXT ALERTS by texting heysugar (one word) to 41372 🍪💕

✨ Here are some answers to **frequently asked questions**, below! Feel free to **email us** at heysugarabilene@gmail.com if you don't see your question answered here, or if we can help you with anything else!

FAQ

•What/who is Hey Sugar???

I'm Christine Pinson, founder, owner, and resident "cookie witch", here at Hey Sugar. I'm wife to Matt, and a mom of 4 kids, ages 4, 8, 16, and 19. I create and bake all of our cookies, Matt does most of our deliveries, and our boys are expert taste-testers. 😊 It's truly a family effort! Matt and I both graduated from ACU in 2003, and have been back in Abilene since 2011. We love this town and it's enthusiasm for supporting small and locally-owned businesses.

I've always loved baking for my family and friends and creating new recipes, have always kept fresh cookie dough in my fridge for my kids, and always thought an on-demand cookie delivery business would be amazing for Abilene. So, naturally, I started one in the fall 2020...ya know, just in the midst of a global pandemic. 🤗😂🙌 The idea had lived in my head for so long, and we finally just decided to go for it. I NEVER could have predicted the incredible response we

have had! So please know that every time you buy a box of cookies, you are SO.VERY.APPRECIATED.

I am a mostly self-taught baker. I learned a lot from my grandmother and mother, growing up, and spend A LOT of time in the kitchen, with 5 hungry guys to feed! Baking is calming for me, almost like meditation. I love being able to create something that brings people together around a table. I think some of life's best moments happen there. And there's always a place for you at our table. 🍪💕

•**Do you have a website?**

That is a project still in the works, as my resident graphic designer (and delivery boy) has his own full time job. We hope to have that up, and to be able to streamline our ordering process more, in the near future. All of our pertinent links can be found at <https://linktr.ee/heysugarabilene>

•**Are you on social media?**

YES! PLEASE FOLLOW US on **instagram @hey_sugar_abi** and on **facebook at Hey Sugar Abilene**. I post the most on instagram, and share lots of information there, via stories. I am unable to respond to facebook messages, because notifications have just proven too unreliable, but you're welcome to reach out on instagram or email! FOLLOWING, LIKING, COMMENTING, and SHARING are great ways to support a small business, without spending a dime, and we SO appreciate it!

•**Where is your storefront located?**

We don't have a storefront...yet. 😊

I currently operate out of my home, on the north side of Abilene.

•**When are you open/ do you take orders?**

We currently take orders/offer delivery and porch pick up **EVERY DAY, except for Sundays**. Occasionally, we are able to take Sunday orders for special events, with enough notice (preferably a week or more, but you're always welcome to reach out). We deliver during the hours of 10 am-10 pm, most days, and can offer porch pick-up earlier/later than that.

•**What flavors do you offer?**

I rotate my flavor menu monthly, with 12 flavors on the menu each month. Our top 4 flavors (Hey Sugar Sugar, Classic Chocolate Chip, Cookie Butter, and Cookies 'n Cream) are always on the menu. Most people like to order our one dozen sampler, that comes with one of each flavor, but you can also customize your box(es)!

To date, we have offered over 150 unique flavors, since launching in October of 2020. We also offer several of our most popular flavors, in cookie cake form. I create all of my own recipes, and spend lots of time testing to ensure that everything is unique, delicious, and appealing to the senses. I'm always happy to take suggestions on flavors you'd love to see!

You can find our complete flavor list at:

https://docs.google.com/file/d/197WSp1BbtAV2i0QNJfhT7iwHLNA8ksaq/edit?usp=docslist_api&filetype=msword

•How do I order?

You can always find links to our current order forms at <https://linktr.ee/heysugarabilene>

There is always an order form posted for the current month, and we often open up more on-demand orders on the weekends, that are first come, first serve, and sell out, QUICKLY. If those don't open up, it is because we are already full for the weekend. If you are unable to access the order form, it is usually because it is paused while I send order confirmations. I do all of those manually, so I appreciate your patience there! You can fill out the current form, even if your order request is for a future month, to go ahead and get on the calendar!

I cannot take orders via text, email, or private message, as it just gets too confusing to keep track of. If you have a question about ordering, or are having trouble, please feel free to reach out, via email!

•If I put in an order request but didn't get an immediate response, does that mean it didn't go through/get accepted?

I do all of the email confirmations manually, in the order that I receive requests. Please remember that I am a one woman show. It can sometimes take 24-48 hours to get back to you, and I appreciate your patience there! If your request is more time sensitive, please reach out, and I will see what I can do!

If you request an order for dates that are mentioned as unavailable on the order form, you won't receive a response/confirmation.

•Can I order cookies for same day delivery/pick-up?

SOMETIMES! It has always been our goal to offer delivery and pick up, as on-demand as possible. Being a work from home mom of 4, this isn't always possible...yet. But you are always welcome to put in a request! If we can't fill it immediately, we can usually get you on the schedule fairly quickly. I do not keep baked cookies on hand, but I am constantly replenishing my dough. We have delivered hundreds boxes of cookies, still warm, and ALL orders are baked FRESH, to order.

When it comes to special occasions and larger/customized orders, I would definitely suggest ordering as in advance as possible, as my calendar fills up very quickly!

•How do I know when new orders open up/stay up to date?

The BEST way to stay up to date on orders opening is to sign up for our FREE TEXT ALERTS. To subscribe, just text **heysugar** (one word) to **41372**. I always send a text out to subscribers FIRST, about orders/pop-ups/other news, before posting on social media.

You can also sign up at this link: <https://app.mobile-text-alerts.com/subscribe/heysugar>

•Can I order a single cookie?

Yes! You can order in any quantity. Orders for less than a dozen are currently only available for porch pick up.

•What are your prices?

1 for \$4

4 for \$12

6 for \$18

12 for \$30

We accept payment via venmo or paypal, and cash, and can accept a check in certain instances. Please make sure to wait until you receive a confirmation to pay, but then please pay immediately, once you receive email confirmation, to finalize your order on the schedule.

•How much does delivery cost?

Delivery is FREE, within most of Abilene, for orders of a dozen or more. Certain areas require an additional flat rate fee. If you live outside the delivery area, we can offer porch pick up, or sometimes meet you in the middle.

You can view our delivery map, at::

https://www.google.com/maps/d/viewer?mid=1MuVuQk1hN-CCPC3E7kob-NoOhi2_5Jcz&ll=32.41372326886446%2C-99.72609745&z=12

•Do you do special events/weddings/pop-ups?

YES! We love helping you celebrate the most important events in your life, and partnering with other local businesses/events! Please email us at heysugarabilene@gmail.com to inquire about special events/large orders.

•Do you offer a discount on large orders?

Prices are firm, regardless of order size.

•Will you donate cookies/a gift card for my event?

Possibly! Please feel free to reach out, via email, to inquire about donations.

•Can you make decorated/themed sugar cookies?

The intricate decorated sugar cookies do not fall within my personal skill set...but we have several local cookiers who are EXCELLENT, and I'm always happy to point you in their direction! I stick to creating unique, delicious flavors, and also try to make them beautiful to look at. I am able and happy to customize the color(s) on my sugar cookie icing for you, though!

•Do you make a copycat of this flavor from (insert chain cookie shop here)?

While you may see general similarities in some flavors, all of my ideas come from my own brain, and, even when taking inspiration, I work really hard to make everything my own. I do have a few recipes from family and favorite bakers, that I have made for many years, that have been

adapted and found a place on the Hey Sugar menu...but creative integrity is really important to me...and my friends don't call me a cookie witch for nothing. 😊

•Can I order a flavor that is not on this month's menu?

I can sometimes do off-menu flavors, as long as I have some notice, the order is for a dozen or more of that flavor, and ingredients are available/in season. There is an option on our order forms for a single/specific flavor request.

•Do you offer anything gluten or dairy free?

Yes! We have a very popular gluten and/or dairy free chocolate chip cookie, as well as a gluten and/or dairy free chocolate chip cookie cake with dairy free chocolate (not butter)cream frosting that is always available, upon request. We've always gotten lots of great feedback on these, and that makes me so happy. Everyone always asks if we have any other allergen friendly options, and I am definitely always working to add more. But I always want everything to be equally DELICIOUS, so they have to be JUST RIGHT! Having food sensitivities/preferences shouldn't keep you from enjoying YUMMY things.

We make every attempt to identify ingredients that may cause an allergic reactions for those with food allergies, however there is always risk of contamination, as we use products such as milk, eggs, gluten, etc. in our kitchen. Although we have strict cross contamination practices, we cannot guarantee a total absence of these products in any of our bakery items. Hey Sugar will not be liable for adverse reactions to food consumed, or other items an individual may come into contact with while eating any of our product.

•Do you offer gift cards?

Yes! You can order a gift card here:

https://docs.google.com/forms/d/1XIFja8mpaLAJsHBMiDm-Gp8TAeuCtT6-3sr4IJdCh_I/viewform?edit_requested=true

•How can I rep my favorite local cookie co.???

You can grab Hey Sugar merch for the whole fam, here:

<https://www.bonfire.com/store/hey-sugar/>

Please feel free to reach out with any inquiries. We appreciate your grace, as we continue to grow and best serve our community. THANK YOU FOR SUPPORTING OUR SMALL BUSINESS, AND (NOT SO SMALL) FAMILY! We hope to be BRINGIN' THE SWEET to Abi-town, for a very long time!

-The Hey Sugar Crew

Matt, Christine, Jack, Sam, Owen, and Max Pinson

CONTACT/FOLLOW US:

EMAIL: heysugarabilene@gmail.com

LINKTREE/ORDER FORMS: <https://linktr.ee/heysugarabilene>

TEXT: 817 915 1622

(please remember that I am a work from home mom of 4, and this is my personal cell phone)

SIGN UP FOR TEXTS: Text heysugar (one word) to 41372 or go to
<https://app.mobile-text-alerts.com/subscribe/heysugar>

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FACEBOOK: <https://m.facebook.com/heysugarabilene>