LAVENDER & SUGAR

San Antonio, TX • Cakes, Events & Dessert Tables

REFUND & CANCELLATION POLICY

Last updated October 2026

Every Lavender & Sugar order is made just for you. Because each item is custom, perishable, and prepared for a date we have reserved exclusively for your event, our policy is designed to be fair to our clients and sustainable for a small home bakery. Please read it before booking. It forms part of your Client Service Agreement.

1. Booking Deposit

A deposit of 50% of your total order is required to secure your event date. Your date is not reserved until the deposit is received. The deposit covers design and planning time, ingredient sourcing, and the other bookings we turn away to hold your date.

2. Cancellations by the Client

- **14 or more days before your event:** your deposit is returned and no further payment is owed.
- **Within 14 days of your event:** the deposit is forfeited and no further payment is owed.
- **Within 3 days of your event:** **No Refunds**

To cancel, please contact us in writing (email) so there is a clear record.

3. Rescheduling

You may reschedule once at no charge if you ask at least 14 days before your original event date, subject to our availability. Your deposit carries over to the new date. Any further date changes are subject to availability and may require a new deposit.

4. Order Changes

- **Design and flavor changes:** must be submitted at least 14 days before your event. Later changes are accommodated only if feasible and may carry an additional fee.
- **Guest count:** increases are welcome if we can accommodate them. Decreases made after the 14-day deadline do not reduce the order total.

5. If Lavender & Sugar Must Cancel

If illness, emergency, or another unforeseen circumstance prevents us from fulfilling your order, you may choose a full refund of every payment you have made or a rescheduled date.

6. Quality or Accuracy Concerns

We want you to love your order. If something is not right, please contact us within 24 hours of pickup or delivery with a description and clear photos. Because our products are perishable, we cannot review concerns raised after that window.

If the order does not match what was agreed in writing (for example, the wrong flavor or a design that departs from the approved details), we will make it right with a remake when time allows, a partial refund or credit, or a full refund, depending on the situation.

The following are not eligible for a refund:

- Change of mind or taste preference for flavors and designs you approved.
- Damage, melting, or spoilage after pickup or after delivery and setup, including heat exposure, improper transport, or improper storage.
- Natural variation in handmade decoration, or color differences between screens and printed or real-life results.
- Allergic reactions where allergies were not disclosed to us in advance. See the allergen and cottage food disclosure in your agreement.

7. Rental Deposits

Glassware and linens provided with our intimate table packages carry a $25 refundable rental deposit. It is returned in full once items are returned in good condition by the agreed date. Lost or damaged items may be deducted from the deposit.

8. How Refunds Are Issued

Approved refunds are returned to the original payment method. Payments made through a Square invoice are refunded through Square, and payments made by Zelle or cash are refunded the same way. Please allow 5 to 10 business days for the refund to appear, as timing depends on your bank or card issuer.

9. Questions

If you have a question about this policy or your order, please reach out through email at lavenderandsugarsa@gmail.com. We are always happy to talk it through.

This policy is part of your Client Service Agreement. If anything here differs from the signed agreement, the signed agreement controls.