

## ORDERING POLICY

Thank you for choosing Liz Pie Pastry for your delightful pastry needs. To ensure a seamless ordering experience, please take note of the following ordering policy:

### 1. Order Placement:

- Orders can be placed through our official website, instagram, mail, or by visiting our physical store during business hours.
- For custom or bulk orders, we recommend placing your order at least 48 hours in advance to ensure availability and freshness.

### 2. Business Hours:

- Our regular business hours for order placement and inquiries are from 9 am to 7 pm, Seven Days of the Week.
- Orders placed outside of business hours will be processed on the next business day. We will keep you updated during the process. Please allow one business day for order production.

### 3. Custom Orders:

- Custom orders for special occasions (e.g., birthdays, weddings) require a minimum of 72 hours' notice.
- A non-refundable deposit may be required for custom orders. Please contact us for details.

### 4. Cancellation Policy:

- Cancellations must be made at least 48 hours before the scheduled pickup or delivery time.

### 5. Payment:

- We accept online payments, and transfers, through our secure payment gateway on the website or app.
- In-store payments can be made using cash, or credit/debit cards.
- For large or corporate orders, we may require an upfront payment or a valid purchase order.

### 6. Delivery Policy:

- Standard charge is available within a 5-mile radius. More Delivery charges may apply based on the distance.
- Please provide accurate delivery information to ensure a timely and smooth delivery process.
- We are not responsible for any delays caused by unforeseen circumstances such as traffic or weather conditions.

### 7. Pickup Policy:

- Orders can be delivered or picked up.
- Please provide a valid order confirmation.

8. Quality Assurance:

- We guarantee the freshness and quality of our pastries. If you are dissatisfied with your order, please contact us within 24 hours of receipt.

9. Allergen Information:

- Please inform us of any allergies or dietary restrictions when placing your order. While we take precautions.

10. Feedback and Concerns:

- We value your feedback. If you have any concerns or feedback about your order, please contact our mail or leave a review about our experience on the trust pilot.

By placing an order with Liz Pie Pastry, you agree to comply with the terms and conditions outlined in this Ordering Policy. We appreciate your business and look forward to serving you delicious pastries!

