

Sugar Sweet Creations ("we" and "us") is the operator of (<https://sugarsweetcreationsny.com>) ("Website"). By placing an order through this Website you will be agreeing to the terms below. These are provided to ensure both parties are aware of and agree upon this arrangement to mutually protect and set expectations on our service.

1. General

Subject to stock availability. We try to maintain accurate stock counts on our website but from time-to-time there may be a stock discrepancy and we will not be able to fulfill all your items at time of purchase. In this instance, we will fulfill the available products to you, and contact you about whether you would prefer to await restocking of the backordered item or if you would prefer for us to process a refund.

2. Shipping Costs

Shipping costs are calculated during checkout based on flat rate amounts. This price will be the final price for shipping cost to the customer. If you'd like we also offer pick up and local delivery.

2.1 Pickup Option

Our pick up option is subject to availability and time of pick up. **YOU MUST EMAIL US THE ITEMS YOU WOULD LIKE TO PICK UP WITH THE DATE AND TIME FOR PICK UP.** Once we confirm these items are in stock and available we will send you an invoice for payment via Zelle. If you prefer to pay with card during pick up there is a 3% fee added to the amount.

2.2 Local Delivery within Yonkers and the Bronx

We offer free Local Delivery within Yonkers and The Bronx for orders over \$50. Deliveries are weeknights between 6-9pm. **Please email us your order for delivery to confirm and discuss delivery times.**

3. Returns

3.1 Return Due To Change Of Mind

Sugar Sweet Creations does not accept returns as these are all food related items. If for some reason the item is damaged (Sugar Sweet Creations) will refund the value of the goods returned but will NOT refund the value of any shipping paid. We will request to send another item in its place prior to a refund.

4. Delivery Terms

4.1 Transit Time

In general, domestic shipments are in transit for 2 - 7 days depending on the location

4.2 Dispatch Time

Orders are usually dispatched within 2-3 business days of payment of order

Our warehouse operates on Monday - Friday during standard business hours, except on national holidays at which time the warehouse will be closed. In these instances, we take steps to ensure shipment delays will be kept to a minimum.

4.3 Change Of Delivery Address

For change of delivery address requests, we are able to change the address at any time before the order has been dispatched.

4.4 P.O. Box Shipping

Sugar Sweet Creations will ship to P.O. box addresses using postal services only. We are unable to offer couriers services to these locations.

4.5 Items Out Of Stock

If an item is out of stock, we will wait for the item to be available before dispatching your order. Existing items in the order will be reserved while we await this item.

5. Parcels Damaged In Transit

If you find a parcel is damaged in-transit, if possible, please send photos of all the damaged items.

6. Duties & Taxes

6.1 Sales Tax

Sales tax has already been applied to the price of the goods as displayed on the website.

7. Cancellations

If you change your mind before you have received your order, we are able to accept cancellations at any time before the order has been dispatched. If an order has already been dispatched, please refer to our refund policy.

8. Insurance

Parcels are insured for loss and damage up to the value as stated by the courier.

9.1 Process for parcel damaged in-transit

We will process a refund or replacement as soon as the courier has completed their investigation into the claim.

9.2 Process for parcel lost in-transit

We will process a refund or replacement as soon as the courier has conducted an investigation and deemed the parcel lost.

10. Customer service

For all customer service inquiries, please email us at sugarsweetcreations1@gmail.com