

# Cancellation Policy

At Mom & Me YEG, every order is made fresh and customized specifically for you. To reserve your production date and begin planning your order, a **50% non-refundable deposit** is required for all orders.

## Order Confirmation

Orders are not considered confirmed until the required deposit has been received. Availability is not guaranteed until payment is made.

## Cancellations

All cancellation requests must be submitted in writing by email.

- The 50% deposit is non-refundable under all circumstances.
- If an order is cancelled after work has begun, additional charges may apply based on materials purchased and work completed.
- Orders cancelled within 7 days of the scheduled pickup or delivery date may be subject to full payment, as ingredients, supplies, and production time have already been allocated.

## Changes to Orders

We will do our best to accommodate changes; however, requests for modifications to design, quantity, colors, themes, or pickup dates are subject to availability and may result in additional charges.

Significant changes requested close to the pickup or delivery date cannot be guaranteed.

## Missed Pickups

Customers are responsible for collecting orders at the agreed-upon time. Refunds or credits will not be provided for missed pickups or abandoned orders.

## Refunds

Due to the custom and perishable nature of our products, refunds are not provided once an order has been completed and accepted by the customer.

If there is a concern regarding your order, please contact us within 24 hours of pickup or delivery so we can review the issue and work toward an appropriate resolution.

# Allergy Warning

## Important Allergen Information

Our cookies are prepared in a home-based kitchen that handles common food allergens.

While we take reasonable precautions to prevent cross-contact, we cannot guarantee that any product is completely free from allergens.

Our products may contain or come into contact with:

- Wheat (Gluten)
- Milk (Dairy)
- Eggs
- Soy
- Peanuts
- Tree Nuts

Customers with food allergies, sensitivities, or dietary restrictions should exercise caution when consuming our products.

Mom & Me YEG does not currently offer certified allergen-free, gluten-free, or specialty allergy-safe products. Individuals with severe allergies should consult with us before placing an order and consume our products at their own discretion.

By purchasing our products, customers acknowledge and accept the potential risk of allergen exposure.