

CANCELLATION POLICY

At Liz Pie Pastry, we strive to provide our customers with the highest quality pastries and exceptional service. To maintain the efficiency of our operations and to better serve all our customers, we have established the following cancellation policy:

1. Cancellation Timeframe:

- Orders must be cancelled at least 48 hours before the scheduled pickup or delivery time. Delivery charge may apply for rescheduling.
- No refund for cancellations.

2. Cancellation Process:

- To cancel an order, please contact us at lizpiepastry@gmail.com as soon as possible.
- Cancellations made through email or our website must be confirmed by our team to be considered valid.

3. Late Arrivals:

- We understand that unforeseen circumstances may arise. If you are running late for a scheduled pickup, please notify us immediately. We will do our best to accommodate delays within reason.
- In the event of a significant delay, we reserve the right to modify the order or reschedule it, subject to product availability.

4. No-Show Policy:

- If a customer fails to pick up an order or provide a valid delivery address within the scheduled time frame, and no communication is received, the order will be considered a "no-show," and no refund or credit will be issued.

5. Custom and Special Orders:

- Cancellations for custom or special orders may be subject to additional terms and conditions. Please inquire about specific policies when placing such orders.

By placing an order with Liz Pie Pastry, you acknowledge and agree to comply with our cancellation policy. We appreciate your understanding and cooperation, as this policy helps us maintain the quality of our products and services.

If you have any questions or concerns regarding our cancellation policy, please feel free to contact us at lizpiepastry@gmail.com

Thank you for choosing Liz Pie Pastry for your sweet moments.

