






## Sweet News about Our Policies!

Hey, Melao Time fam! We want to make sure you're in the loop about our policies, so here's the lowdown on our Refund and Shipping policies.  



### **Refund Policy**



All our treats are made with love and precision, and because of their perishable nature, we can't do refunds once an order is placed. We totally get it - life happens, but unfortunately, we can't control the journey after your delicious goodies leave our bakery.

### **Order Cancellation or Changes**



If something comes up and you need to make changes or cancel your order, send us an email!  We're here to help, and we'll work together to find the best solution. No stress, just sweet solutions!

### **Shipping Policy**



**Pick Up Times:** Fridays from 4:00 to 6:00 pm. If you miss the cookie train, we can chat about alternative pick-up times.  

**Order Acceptance:** Fridays to Thursdays. Shipping happens on Mondays or Tuesdays, and pick-up is on Fridays.  

**Shipping Destinations:** USA and Puerto Rico via UPS and USPS. Double-check those addresses, sweeties!  

**Lost Packages:** We can't control delivery fate, so make sure your address game is strong.   We won't be held responsible for lost packages or if your goodies are denied access to their destination.

### **Weather and Holiday Alerts**

Mother Nature and holidays might throw us a curveball. If the weather's wild or it's party time for a holiday, your order might take a rain check until the next business day.  

**Remember, we're here to spread joy, one cookie at a time!**   **If you have any questions or need a sprinkle of sweetness, shoot us an email, and we'll sort you out.**  