

Return and Refund Policy

Thanks for ordering/shopping at Cook Me Up A Notch. If you are not entirely satisfied with your purchase we're here to help.

Perishable Items

There will be no returns, refunds, or exchanges accepted for perishable items, unless an error has been made with your order. In the event that an error has been made, you must contact COOK ME UP A NOTCH within 30 minutes of receiving your order. We will try our best to remedy the situation, but there is no guarantee. Any attempts to return/refund/exchange perishable items after the 30 minute time period expires will not be honored.

Shipping Policy

All orders are shipped via USPS once the transaction has been completed. If an effort to deliver all products in a timely manner, your order may be fulfilled in multiple shipments. If any item in your order is delayed or back-ordered, we will ship the items when they become available. As a result, you may receive more than one shipment for each other.

Please note: All orders are shipped Monday through Friday only during regular business hours. Saturday and Sunday delivery is not available. Overnight air shipping is not available. Delivery time is from point of order fulfillment, not order placement.

Online Ordering Policy

Cook Me Up A Notch may offer the ability to deliver from our online bakery specified baked goods only. For goods which cannot be delivered through online ordering, you can still place orders for pick-up, catering and delivery by emailing us with request after order is paid in full. These terms apply only to orders placed through this Site. Prices will be identified as you place your order. Minimum order amounts may apply. Prices will be shown when you place your order. Minimum order amounts may apply. Any applicable delivery fees, cancellation fees, taxes and other amounts due in connection with your order will be identified at the time you place your order or through email from store after order is placed (special deliveries or shipments). There may be limits on the dollar value or quantity of order placed on our site. You are responsible for your order, in advance, by means of a payment option made available on this Site at the time of ordering. We may use third party providers and may accept various third party services to process payments. The bakery-cafe or other location identified when you place your order is responsible for fulfilling your order and for any questions/communications regarding your order. All menu items identified on this Site may not be available at time of order but can be made to order. This Site may allow you to customize your order. Refunds, if any, of amounts paid for cancelled catering orders will be identified at the time of cancellation. Please contact the baker-cafe responsible for fulfilling your order directly to identify amounts due. Please contact the

bakery cafe responsible for fulfilling your order directly to identify amounts due for any catering orders placed. Additional details about online ordering services are available upon request.

Delivery Policy

We take pride in our customer service at Cook Me Up A Notch which includes not only the quality of our products, but also the reliability of delivery. In order to ensure our quality of service, we require that any cancellations or adjustments to your order be made at least 24 hours prior to your delivery.

Please note

- All catering deliveries can only be delivered between the hours of 8am and 9pm.
- All dessert/pastry kits/book deliveries can only be delivered between the hours of 11-9pm.
- Your delivery fee does not include TIP for the delivery man/woman.
- Delivery times cannot be guaranteed
- We cannot deliver to P.O. boxes
- The recipient may be called to schedule a delivery
- Requests for deliveries at specific times of day are not guaranteed. Please expect call from person that will be processing your delivery request for more information on timeliness or delivery.
- A recipient signature will be required for all deliveries to confirm the delivery.

For residential deliveries: If the recipient is not available at the time of delivery, we will call the recipient to see if it is acceptable to leave the purchase there. In the event that the recipient is unable to receive their order, the full monetary amount of the order will still be charged to the card used in your order. If you notice that there is an error in the recipient's address, please contact the location closest to you to remedy the error.

For business/school deliveries: The delivery person will wait at the front desk, with security, or with the receptionist for your signature. If the business location is closed at time of delivery, please indicate so on your delivery request and will wait for you to receive your delivery outside your building.

Please contact us from CONTACT PAGE at www.cookmeupanotch.com if you have any questions.