



Coated Treat Ordering Policies & Disclaimers

Thank you for choosing Coated for your custom treats! Please review the following policies and disclaimers before placing your order:

Order & Payment Policies

- **Full Payment Required:** Orders are confirmed only after full payment is received via Zelle. Please note that we cannot begin processing your order until payment is made in full. Payment must be made within 48 hours of your submission form in order to hold your date.
- **Pick-Up Locations:** You may pick up your order from our designated locations in Mission Viejo or San Juan Capistrano.
- **Delivery Options:** We offer delivery for a small fee, which is based on the delivery location and the time requested. Delivery availability is subject to scheduling, so please inquire ahead of time.

Designs & Customization

- **Design Disclaimer:** We will do our best to replicate your requested designs, but please note that due to the handmade nature of our treats, slight variations may occur. Treats may have minor differences from design examples provided.
- **Color Disclaimer:** Colors may vary slightly due to differences in screen resolution, lighting, and availability of ingredients. We will match the general theme and color scheme as closely as possible but cannot guarantee exact shades.

Product Care & Responsibility

- **Handling Disclaimer:** All treats are covered in chocolate and will melt if exposed to direct sunlight, heat, or warm environments. Once the treats leave our hands—whether via pick-up or delivery—we are not responsible for any damage, melting, or breakage. Please ensure treats are stored in a cool, dry place.
- **Storage Recommendations:** To maintain freshness, we recommend storing your treats in a cool, dry area, away from direct sunlight. Treats should remain in their bakery box or an airtight container at room temperature for up to 5 days. Avoid refrigerating them, as condensation may cause the chocolate to lose its smooth texture.

Cancellation & Changes

- **Order Changes:** Any changes to your order must be made at least one week prior to the scheduled pick-up or delivery date. Changes are subject to approval and may incur additional fees.
- **Cancellation Policy:** Cancellations must be made at least 7 days prior to your pick-up or delivery date for a full refund. Cancellations made within 7 days of the event will not be eligible for a refund.

Packaging Options

- If you wish to have your treats individually wrapped and labeled, this service is available for an additional fee of 50 cents per treat. Please inquire when placing your order.
- If you have a special request for how your items are boxed please let us know ahead of time. We can box the same treats together in a single box or we can mix all treats in assorted boxes. Please let us know if you have a preference.

Allergen & Safety Information

- We offer gluten free items. All gluten free treats are made with the same chocolate, supplies, and in the same kitchen as our standard treats. Please inform us of any specific allergies at the time of order, but note that we cannot guarantee an allergen-free environment.

Thank you for understanding our policies. We look forward to creating something sweet for your event!