

Enchanted Oven Order Policies

When ordering from our company, you agree to the following policies:

1. Pick up times must be adhered to due to our limitations in our temporary facility.

We are working on getting into our permanent space, and we appreciate your patience. If you need to change your pick up time, please contact us as soon as possible.

2. Your products should be transported on a flat surface in a cool environment.

During the summer months, this can be tricky. Air conditioning can struggle to keep up with the outside temperatures. Therefore, cool your vehicle in advance of pick up. Park in a shaded area. Ensure there is room for your product(s) in your vehicle on a flat surface (car seat is not ideal). When carrying your boxes, don't tilt them, as the frosting/whipped cream, etc. can slide off in the heat. Pop your item in the fridge when you get home to re-chill if necessary.

3. Perishable items need to be refrigerated quickly.

Items containing cream cheese, whipped cream, fresh fruit, etc. need to be kept refrigerated to prevent melting or spoilage. Please contact us if you have questions about your particular item.

4. Enchanted Oven is not responsible for damage during transport, unless we're delivering your order. If any damage occurs during our delivery of your items, we will fix it satisfactorily and promptly.

5. Photos are for reference only.

If you'd like us to use a photo as a reference, please text it to our store at 734-686-0110 or email it to us at enchantedovensaline@gmail.com. It's imperative you provide your name, pick up date and quantity of servings needed so that we can easily access this information in one chain of communication.

We will do our best to recreate the item based on the inspiration photo; however, we are not responsible for any changes made according to our discretion. We ask that you don't expect us to copy a photo for that reason. We will use it solely as inspiration.

6. Custom sugar cookies must be kept cool, flat and dry and away from direct sunlight.

We make your cookie order fresh. We use royal icing to decorate the cookies unless otherwise stated. Royal icing takes 24-plus hours to fully dry. Therefore, if you plan to individually wrap or bag your cookies, please allow an extra day for drying. We don't sell the cookies fully dried - we sell them fresh. We are not responsible for cookies damaged during the bagging process. Please handle the cookies delicately and make sure they're fully dry before bagging or stacking. We don't recommend freezing or refrigerating decorated cookies. The taste will not be compromised, but the colors in the icing could change.

7. We believe in transparency.

We try to provide as much information about the ingredients and handling of our products as possible. However, occasionally a new or unanticipated scenario comes along. If you ever have questions about our products or how to store or handle your order, please don't hesitate to reach out.

8. We don't cross contaminate, but we do process allergens in our facility.

We process wheat, eggs, milk, nuts, coconut, citrus, etc. We don't cross contaminate, but if you're highly allergic to any of these ingredients, we ask that you order from an allergy-free facility just to be safe.

9. We appreciate your order, big or small, and we will do our best to make you happy.

Any concerns should be emailed to us or feel free to give us a call!

10. We hate inflation, too.

We promise to continue to monitor the ever-changing costs associated with our products and continue to bring prices down as our suppliers are able to lower our costs.