67 Metropolitan Avenue- Brooklyn NY 11249
Phone: 718-388-8130 / Fax: 718-388-7008

Ceci Cela Patisserie Policies & Procedures

1. OFFICE HOURS:

- *Monday to Friday:* 9 am to 5 pm
- *Saturday:* 9 am to 12 pm
- *Sunday:* Closed
- *Office closed on* **New** *Year's Day, Christmas Day & Thanksgiving Day.*
- *Holidays following a Saturday schedule:* Memorial Day, Independence Day, Labor Day.

2. ORDERING

- Muffins *before 4 pm Monday to Friday* and *before 1 pm on Saturday.*
- Cookies, large quiches, large tarts & pound cakes *before 3 pm Monday to Friday* and *before 1 pm on Saturday.*
- All orders for Sunday & Monday deliveries have to be placed *before 1 pm on Saturday.*
- Special orders and large quantity orders require a *48 hour notice in advance*.
- Do not leave any order on the voicemail as they will not be accepted.
- Orders via fax and email are recommended as long as they are sent during the office hours listed above.

3. CANCELLATION

- Cancellations have to be placed *before 3 pm Monday to Friday* and *before 12 pm on Saturday*.
- For any special and large order cancellation *a 24 hour notice is required*.
- Customers with *standing orders* have the responsibility to cancel it during the office hours listed above when they deem it necessary (holidays, special circumstances…)

No credit will be issued if those rules are not respected.

4. DELIVERY FEE

$8 delivery fee will be charged to any order below $30.

5. DELIVERY PROBLEM

- If you experience a problem with your deliveries (items missing or damaged) you need to notify us within 48 hours of the day of the delivery.
- For quality problems or damaged products, please notify us via phone or email & keep the items in question on the side so our driver can pick them up. Once we receive those items, we will be able to address the issue with our kitchen staff.
- *No credit will be issued after that 48 hour period.*
- *If the invoice is signed at the delivery no credit will later be issued for missing or damaged items.*

6. PAYMENTS

- Returned checks and returned ACH payments, for any reasons, NSF or bank fault will automatically result in *a $50.00 service charge.*
- Payment terms not respected may result in cancellation of all deliveries or having the account placed automatically in COD.
- Accounts in COD will not get their deliveries if a payment by check or cash is not remitted to the driver the day of the delivery.
- *Accounts not paid within the payment terms agreed to are subject to a 1.5% monthly finance charge.*
- If your account is set up for credit card payments, the previous week's orders will be automatically charged every Monday.
- Please note that for payments with Visa or Master Card, there will be a 3% charge added to the amount processed and a 3.5% charge for payments with Amex.
- ACH payment option is available at no cost.

Name & signature are required & will serve as **agreement** entered into voluntarily by the two parties, **you & Dupal Enterprises LLC dba Ceci Cela Patisserie** creating a legal obligation.

_____   _____

Name & Signature   *Date*

7. DELIVERY AUTHORIZATION

Please sign one of the paragraphs below:

I, _____, authorize Ceci Cela Patisserie to deliver product to the delivery address given on the Credit Application. **I agree that no signature is required for delivery receipt.** I understand that, if we are instructing the patisserie to leave our delivery outdoors, the patisserie can assume no responsibility for the condition of the product received, and that loss due to theft or damage due to any environmental condition is not the responsibility of the patisserie.

_____   _____

Signature   *Date*

I, _____, authorize Ceci Cela Patisserie to deliver product to the delivery stated in the Credit Application, stipulating that **a representative of my company must sign each invoice to acknowledge receipt of the delivery.** I understand that if no one is available to receive the delivery at the appointed time, the product will not be left and will not be re-delivered. I agree to accept a scanned invoice with our receiver's signature as proof of delivery.

_____   _____

Signature   *Date*