

## **A Taste of Germany Liquor Cake Terms and Conditions**

Below are the Terms and Conditions for business interaction with A Taste of Germany, (ATG). For questions about the following, please call (941) 346-1800 or email [atasteofgermany@icloud.com](mailto:atasteofgermany@icloud.com).

### **Liquor Cake Order Processing**

All cake orders can be processed in-store, or over the telephone. ATG accepts the following forms of payment: credit card, cash, or check. Orders must be paid in full before cake(s) is made, shipped, or picked up.

### **Order Turnaround & Delivery**

Orders 10 cakes or less will be up to a week turnaround. Anything over 10 cakes can take up to a two-week turnaround time. ATG will deliver locally(Florida) depending on destination. The minimum order for delivery is 5 cakes. For free delivery the minimum order is 10 cakes. Delivery days are on Monday and Tuesdays only. If customer fails to be present upon delivery a \$10 delivery fee will be added to the invoice. Below are the destination delivery fees.

#### ***Destination Delivery Fees***

5 to 14 minutes - \$5

15 to 29 minutes - \$10

30 to 59 minutes - \$15

1 hour to 1.29 hours - \$20

1.30 hours to 2 hours - \$25

### **Refunds**

All liquor cake orders are final. No refunds or exchanges are available unless the item is defective or if the order is incorrect. Any issues with a liquor cake order please contact [atasteofgermany@icloud.com](mailto:atasteofgermany@icloud.com) with a description and photo evidence.

### **Shipping**

1. ATG will ship all customer's orders via the United States Postal Service (USPS).
  - a. USPS: Priority Mail is the only shipping option available from the United States Post Office. Transit times posted to a customer's order for Priority Mail are provided by USPS as estimated times and are not guaranteed. The Post Office reserves up to 15 days from time of

shipment to complete the delivery per USPS policy.

#### 2. Delayed Shipment Due to Unforeseen Causes.

Various circumstances involving USPS may cause delays in shipment, including but not limited to weather delays, acts of God, mechanical issues, or accidents. Such circumstances are outside ATG control and most often cannot be resolved by ATG personnel. As a courtesy, ATG may reship the order. All decisions to reship an order are ultimately subject to the discretion of the acting ATG Manager as ATG is not obliged to resend the item(s) after it has been shipped.

#### 3. Delayed Shipment or Missing Items Due to ATG Error.

For shipments delayed in transit due to an error on the part of ATG personnel, ATG will immediately attempt to rectify the error. If the issue cannot be resolved in transit, ATG will reship the order at no cost to the customer. Likewise, paid items missing from an order will be immediately reshipped at no cost. All reshipped orders will be mailed using the same method as the original order. ATG will not compensate customers for reported economic losses due to delayed shipments other than excess shipping costs resulting from the error.