

Terms and conditions

Payments

Rice Blossoms accepts only the following forms of payment: credit card through the website and/or invoice system or cash. All balances are due in full prior to pick up/delivery.

Changes to Orders

Any change must be submitted by email no later than 7 days prior to the scheduled event date. All changes are subject to price change and availability. There will be no changes to the design within less than 7 days from the scheduled event date.

Cancellations/Refund

With respect to fully paid orders for which production has not yet begun, a refund of 25% of the total order amount will be initiated upon notice of cancellation (through original payment method) if such notice is provided at least 7 days prior to the scheduled delivery (or pick up) date; no refund will be provided for any cancellations provided less than 7 days before the scheduled delivery (or pick up) date. With respect to fully paid orders for which production has begun, no refund will be provided.

If at time of delivery/pick up the dessert does not meet your expectations and you do not accept the dessert, Rice Blossoms will refund 25% of the order amount through the original payment method. If you report a serious problem with flavor and/or texture immediately and the product is returned the same day of delivery (or pick up) - quality determination is solely at the discretion of Rice Blossoms and will refund 50% of the order amount.

Note: If Rice Blossoms agrees to a partial refund at the time of delivery/pick, you cannot keep the dessert and Rice Blossoms will not be responsible for any additional expenses that the customer may incur as a result of not accepting the dessert and a maximum liability of the value of the dessert order in questions.

Discount

Rice Blossoms does not offer any discounts as we take great pride in the detail and quality of our products. Sizes, flavors, textures and designs are subjective, and Rice Blossoms will do

everything in their power to exceed your expectations. Please note that all photos discussed with customers are for reference only.

Delivery

Once a dessert has been picked up by a customer and/or a designated party, it is considered “accepted.” Refunds/discounts due to size, decorating style, color shade, general decoration design, or mishandling of the finished product(s) will not be honored.

Food Allergies Disclaimer

Rice Blossoms regularly uses rice flour, sugar, sesame seed, cornstarch, corn syrup, food coloring gels and bean-paste, and cannot be held liable for allergic reactions that occur due to trace elements of the allergen coming in contact with our desserts. Rice Blossoms will strive to eliminate contact with the known allergen to the best of their abilities, it is not a bakery that specializes in allergen-free desserts therefore a 100% allergen-free product cannot be guaranteed. It is the customers responsible for informing their guests of this allergy information.

Dark Colors Disclaimer (For dessert orders that involve dark reds, blues, purples, or black colors)

Dark food coloring on desserts has the potential to stain linens, clothing, furniture, and teeth upon contact. Rice Blossoms cannot be held liable for issues resulting from choice of dark color(s). Rice Blossoms will strive to accurately match color choices; however, some color tones may not make an exact match due to the natural base colors of bean paste frosting and decorating ingredients. Deep colors require a significant amount of food coloring, which may adversely affect the flavor and quality of desserts.

Outdoor Product Display Disclaimer (For customers who intend to display the desserts outdoors)

Understand that an outdoor environment is less suitable for desserts and may expose the desserts to insects, damage, or debris. Rice blossoms cannot be held liable for damage on a dessert that is displayed outdoors since natural outdoor conditions such as heat, wind, humidity, or un-level ground can weaken or ruin the infrastructure and/or decorations on our desserts.

Liability Disclaimer

By making final payment and/or acceptance of the product upon pick up or delivery, the customer agrees to the terms, conditions and disclaimers associated with the customer's order.