Policies & Disclaimers

Privacy

We respect your privacy and only collect the information needed to fulfill your orders (such as your name, contact information, and order details).
Your information is never sold or shared with third parties.
By placing an order or contacting us, you agree to provide accurate information for order fulfillment.

Cottage Food Disclosure

This product is made in a home kitchen that is not subject to Florida's food safety regulations.

Allergen Disclaimer

Baked in a dedicated gluten free kitchen. Nuts are not an active ingredient in any recipe, but the kitchen is not dedicated nut free. Items may contain soy or dairy. Please check ingredient list before purchasing.

Photo & Social Media Release

Sissy's Sweets may photograph and share products, including custom orders, on social media and for promotional purposes.
By placing an order, you agree to allow images of your order to be used unless you request otherwise in advance.

Communication & Booking

Sissy's Sweets typically responds to order inquiries within 1-2 business days. During holidays and high-demand periods, Sissy's Sweets may have limited availability, extended response times, and increased lead times. Early ordering is strongly recommended. Holiday pre-orders may be required for certain dates.

Submitting an order request does not guarantee availability. An invoice will be sent once order details are agreed upon. Customers are responsible for reviewing and confirming all order details (including flavors, quantities, and pickup times) prior to payment. Sissy's Sweets is not responsible for errors once an order has been confirmed. Any changes to an order must be requested as soon as possible. Changes are not guaranteed once preparation has begun.

Orders are not considered booked until payment is received in full. Failure to submit payment within the specified time frame may result in:

- Cancellation of your order request
- Release of your date to other customers
- Adjustment of your pickup/delivery date

It is recommended that order requests be submitted at least 2 weeks in advance. Short-notice orders may be accepted based on availability but are not guaranteed.

getSissywithit@Gmail.com
Bradenton FL. 34208

Sissy's Sweets BAKERY

Cancellations & Refunds

Orders may be canceled within 72 hours of the scheduled pickup/delivery time for a partial refund.
Once ingredients have been purchased and/or preparation has begun, refunds are not available.
No refunds will be issued for completed orders.
In the rare event that Sissy's Sweets must cancel an order, you will receive the option of:

- A full refund, or
- A rain check/credit toward a future order

Sissy's Sweets is not liable for delays or cancellations due to circumstances beyond control (such as severe weather, illness, or emergencies).

Non-Responsive Orders

If communication is not maintained (no response to messages, invoice, or confirmations), Sissy's Sweets reserves the right to:

- Cancel the order request
- Release the date to other customers

Pickup & Responsibility

Orders must be picked up at the agreed-upon time. If an order is not picked up at the agreed-upon time and no communication is received, Sissy's Sweets reserves the right to cancel the order without refund.

Once an order has been picked up or delivered, Sissy's Sweets is not responsible for damage (this includes heat damage, melting that may occur during improper transport or delayed pickup), improper storage, or handling. Customers are responsible for ensuring safe transport of their order after pickup.

Products are best enjoyed fresh. Quality is not guaranteed beyond the day of pickup unless otherwise specified. It is the customer's responsibility to abide by the storage recomendations listed on products.

No Refunds Based on Preference

Due to the nature of baked goods and personal taste preferences, we do not offer refunds or replacements based on taste, texture, or preference, or slight variation in appearance.

Right to Refuse Service

Sissy's Sweets reserves the right to decline or cancel any order at its discretion.

From my oven to your table. Thank you for choosing Sissy's Sweets. I'm so grateful to be part of your day —whether it's a special event or just a well-deserved treat. Everything is baked with care, and I do my best to make sure your goodies are just as fun, delicious, and memorable as they should be.
If you have any questions or need clarification on any of these policies, please don't hesitate to reach out via email.