

Diabetic Bake Shop™ Refund Policy

Effective Date: April 19, 2025

1. Strict No Refund Policy

All sales are final. Due to the perishable nature of our products, refunds are not provided under any circumstances once an order is confirmed.

2. Limited Exception Conditions

At our sole discretion, replacement or store credit may be issued ONLY if ALL of the following conditions are met: (a) the issue is reported within 2 hours of pickup or delivery, (b) the product is unused and substantially intact, (c) photographic evidence is provided, and (d) the issue is verified as an error caused by us.

3. Non-Eligible Claims

No refunds, credits, or replacements will be issued for personal taste preferences, dietary dissatisfaction, failure to review product descriptions, allergen concerns, delayed consumption, improper storage, or third-party handling after delivery.

4. Customer Responsibility

Customers are solely responsible for reviewing all order details before submission. Errors in product selection, quantity, timing, or contact information are not eligible for correction or compensation.

5. Transfer of Responsibility

All responsibility transfers to the customer upon pickup or completed delivery. We are not responsible for any damage, degradation, or loss after transfer.

6. Perishable Product Condition

Products are time-sensitive and require proper storage and handling. We are not liable for any change in quality, texture, or appearance after pickup or delivery.

7. Allergen and Consumption Risk

Products may contain allergens and are prepared in a shared environment. By purchasing, you assume all risks related to consumption, including allergic reactions or dietary incompatibility.

8. No Warranty

All products are provided "as is" without any warranties, express or implied, including merchantability or fitness for a particular purpose.

9. Chargebacks and Disputes

You agree to contact us before initiating any chargeback. Unauthorized chargebacks will be contested and may result in denial of future service.

10. Limitation of Liability

To the maximum extent permitted by law, our total liability is limited to the amount paid for the specific product in question.

11. Indemnification

You agree to indemnify and hold harmless Diabetic Bake Shop™ from any claims arising from misuse, improper handling, or consumption of products.

12. Dispute Resolution

Any dispute shall be resolved through binding arbitration in Cameron County, Texas under American Arbitration Association rules. You waive the right to a jury trial and class action participation.

13. Force Majeure

We are not responsible for delays or issues caused by events beyond our control, including weather, power outages, supply disruptions, or equipment failure.

14. Severability

If any provision of this policy is found to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

15. Policy Updates

We reserve the right to modify this policy at any time. Continued use of our services constitutes acceptance of any changes.

16. Contact Information

Diabetic Bake Shop™
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956-391-9424