

RETURN POLICY

We truly want to make your experience with The Cheesecakeery THE best one yet! If you should ever have an issue with your order you received, please let us know via e-mail (Info@CincyCheesecakeery.com) about the problem within 24 hours of pick up. Please include your order number and/or copy of your receipt as well as a picture.

Full or partial refunds and store credit are decided on a case-by-case basis, but our goal is always to have you leave happy! If we have made a genuine mistake (the product was not made correctly), we will certainly make it right! We are not able to offer refunds in cases where the product was baked and decorated correctly, but a flavor or texture didn't meet a personal preference. Most people love our flavors, but it's impossible to predict everyone's particular taste preferences. Refunds will only be given back onto your credit card or we will offer an in-store credit. No cash refunds will be given.

CANCELLATION POLICY

Please be aware that we are unable to cancel orders with less than 48 hours notice. Failure to give us 48 hours notice will result in NO refund given including store credit or gift cards. If you give us 48 or more hours notice, a full refund will be given back onto your credit card or we can offer in-store credit for future use. No cash refunds will be given.

PICK UP/DELIVERY POLICY

Orders are made-to-order and often right before you pick-up! Please arrive at your designated pick-up time (or be present at your delivery time). Please do not come earlier than your designated time as we may be working on your order or batch working with other orders so they're all ready on time.

We require all orders to be picked up within 24 hours of designated time. If you do not pick your order up within 24 hours, you have forfeited your order, no refund will be given, and we will not remake your order for another date. We do not hold orders more than 24 hours past the designated time.

We are not responsible for orders after they leave our premises or after delivery. Please handle and travel with care!