



Policies

Cancellation Policies:

TMB Classes - ONE WEEK CANCELLATION POLICY

No refunds, transfers, gift cards or credits will be issued for cancellations within seven calendar days of the class date. We cannot provide refunds, transfers, or makeup sessions for classes missed because of illness, job loss, personal emergencies or events beyond our control.

When you register for a class or order a cake, you reserve a slot that determines how much food we buy, how many work stations we set up and the total number of students, which determines whether the class will be held.

To cancel, you must notify us by phone/and or email, at least seven (7) calendar days before the class is held. You can send another person in your place or transfer to another class (based upon availability). Or we will issue a TMB gift card redeemable for another class. This option is available only if you cancel more than seven days before the scheduled class date.

We will be happy to send you the recipes for the class if you are unable to attend for any reason. Please email us for this information.

TMB Cakes Orders - ONE WEEK CANCELLATION POLICY

No refunds, transfers, gift cards or credits will be issued for cancellations within seven (7) calendar days of the pickup date. We cannot provide refunds for consumable goods because of illness, job loss, personal emergencies or events beyond our control due to the fact that when you order a cake, supplies are purchased and labor is allotted.

To cancel, you must notify us by phone/and or email, at least seven (7) calendar days before your order is to be picked up or delivered.

Shipping Policies:

We do not ship or mail any of our products. Pick-up is at our location in West Chester(319 W Gay Street) or we can deliver within the Philadelphia area only for an agreed upon upgrade cost.

Privacy Policy:

We respect and are committed to protecting your privacy. We may collect personal identifiable information when you visit our site. We also automatically receive and record information on our server logs from your browser including your IP address, cookie information and the page(s) you visited. We will not sell your personal identifiable information to anyone.

Security Policy:

Your payment and personal information is always safe. Our Secure Sockets Layer (SSL) software is the industry standard and among the best software available today for secure commerce transactions. It encrypts all of your personal information, including credit card number, name, and address, so that it cannot be read over the internet.