



Order & Delivery Policy

Many of these policies apply to our order.kellysxo.com website as well as kellysxo.com.

Advance Orders:

The dates listed when you “start your order” are the only days we are accepting orders for at this time.

Pick-Up Process:

All pick-up orders can be retrieved by entering the shoppe around your chosen pick-up time, and informing our lovely staff of your ORDER NUMBER and name. One of our team members will bring your order out to you momentarily.

Feature Cupcakes:

Our feature cupcakes are available for one week at a time (sometimes more, sometimes less). If you happen to order a past feature cupcake, we will give you this current week's feature cupcake in your order. If cupcakes are dated on our website, those are the only dates in which they are available for delivery or pick-up. If you choose a cupcake that does not fall under these guidelines, a cupcake similar in flavor will be substituted.

Checking Orders:

When you pick-up your order, we kindly ask you check it to ensure all of your yummy treats ordered made it in the bag! Once you leave our property we are not responsible if an item is incorrect and/or missing.

Delivery Orders:

Please note that all delivery orders will arrive between 11am-7pm. We cannot guarantee a specific time. Delivery is available Tuesday to Saturday. All cupcakes for deliveries are packed in plastic clamshell style plastics to ensure quality is maintained through transit. Kitchener, Cambridge, Guelph and Waterloo are only available for delivery on Fridays.

*Please be advised that we are not responsible for melted, damaged or delayed products due to weather conditions such as heat-waves, storms and snowfall. We do our best to ensure appropriate temperatures and conditions are maintained before and during transit, however acts of God such as weather are beyond our control. You may assume the risk if you choose to place a delivery order during such times. We recommend choosing our Pick Up option or visiting us in the shoppe to place your order if you would like to avoid the potential risk that weather may have on your delivery. Alternatively you can place your delivery order for a date prior to forecasted harsh weather, and freeze your goodies until the date they are needed.

Order Changes:

We will do our best to accommodate any changes or adjustments to orders in advance of your pick-up or delivery date. Please email cupcakes@kellysxo.com for order changes.

Allergens:

Everything at Kelly's is 100% plant-based (vegan), gluten-free, and peanut-free. We do not have tree-nuts in our facility at Kelly's Bake Shoppe, however, the flour blend we use. While they thoroughly clean and discard product in between runs, we cannot guarantee that they are 100% tree nut free. Since opening in 2012, we have never had an allergic reaction caused by tree-nuts, however, we advise you to consume at your own risk.

Email List:

By placing an order online, you agree to have your email address added to our Kelly's Bake Shoppe newsletter to receive promotional pricing, features and alerts.

Thank you very much for your business! xo