



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 waiting in the “VIP Line” outside of the shoppe at your designated pick-up time. Simply text us using the link provided at the time of ordering, and one of our team members will come outside to you and bring you your order. You are also more than welcome to come into the shoppe to retrieve your order! We need your ORDER NUMBER.

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.

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