



Terms and Conditions

Thank you for considering Mouna and Daughters. Doing things right within our small capacity is most important to us.

Here's how we operate in this early-stage mode:

PRICING

Our prices are introductory. They may change down the road, as we add more value.

ORDER AND PICKUP LOCATIONS

We currently accept orders through our Website only.

We supply only once per week, on Fridays, by pickup from one of two locations:

Default pickup location: our baking facility, located in Culinary Coworking, 4517 1 St SE, Calgary, AB T2G 2L2. pickup times at this location are 1.00-3.00 pm.

For pickup at Le Comptoir by Francois instead: enter the promo code: LC. Pickups from Le Comptoir by Francois are not available for New Year's Eve orders.

ORDER CUTOFF TIMES

Regular orders: Accepted until Tuesday noon of the same week.

Christmas orders: accepted until December 15, 2022.

New year's eve orders: accepted until December 27, 2022. Pickups from Le Comptoir by Francois are not available for New Year's Eve orders.

PAYMENTS

Currently we accept debit or credit card payments.

We start working on your order once it is paid for.

REFUNDS CANCELLATIONS AND RETURNS

If you wish to cancel an order that has been paid for but not yet supplied, that would depend on how much we already worked on your order, on how perishable are the products you ordered, and on general demand. Refunds for undelivered orders will be issued on a per-case basis, and can be partial, or

full. To ask for a refund, please send us a message to owner@mouna.ca, stating the order number, your name, and the reason why you wish to cancel and get refunded.

If for any reason you are not happy with any product after they were supplied we will offer you a full refund.

Any returns and refunds will be arranged within seven working days of your request.

ALLERGIES

Our bakes may contain certain ingredients you may be allergic to. Please consult the information provided in each product page before ordering. In certain cases, we made it possible to opt out of certain ingredients you may be allergic to. Some of our products are available in no-gluten form.