

## How we work

Thank you for considering Mouna & Daughters. We're a mom-and-pop start-up going after a life dream. 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 supply times

We currently accept orders through our Website only.

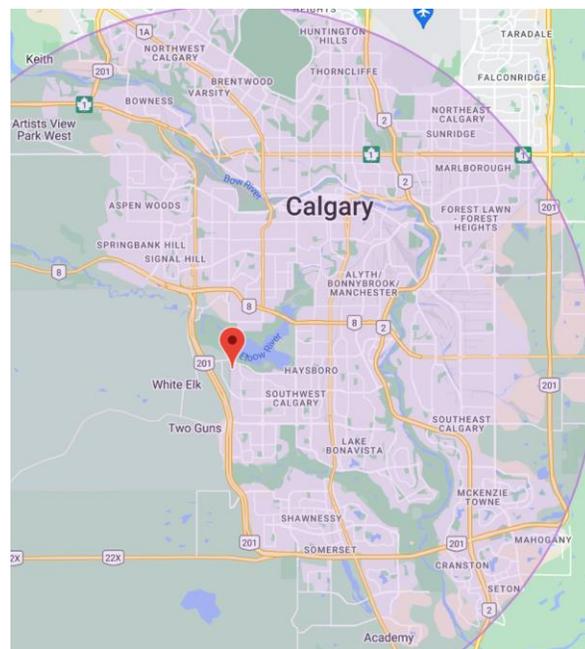
We supply only once per week, on Fridays, by delivery or pickup. Orders for a given Friday can be made no later than the preceding Sunday night. Especially for larger orders, please allow at least 7 days between your order and the Friday in which you wish to have it delivered.

In times when orders exceed our capacity, we may disable further ordering on our Website until we catch up.

### Deliveries and Pickup

Being a home-based bakery, deliveries or pickup are currently our options.

Deliveries are made on a single weekly round, on Fridays between 1 and 3 PM. We deliver on our own, within our range, for an extra fee of \$6 for orders under \$50, or free of charge over order of \$50 and above. This is our delivery range:



Pick up is available on Fridays between 12 and 1 PM. You will receive our pickup address once check out your order. When you arrive, feel free to park on our driveway and ring our doorbell. We'll be out with your order.

## **Payments**

Currently we accept debit or credit card payments.

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

## **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.

## **REFUNDS, CANCELLATIONS AND RETURNS**

**If you wish to cancel an order that has been paid for but not yet delivered**, 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 [info@mouna.ca](mailto:info@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 products after they were delivered** we will offer you a full refund.

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