

LoungIn' Cake LLC

Store Policy

Thank you for shopping with us! It means a lot that you trust our small business to supply your baking mix needs! All payments serve as an agreement to our policies below:

Freshness & Packaging. All cake mix is created and tracked in batches in ensure safety and freshness. All cake mixes are sealed in food-safe, tamper-evident packaging.

Shipping Location. Shipping is currently available within the United States. At this time, we do not ship to P.O. Boxes, APO / FPO addresses, or restricted locations.

Order Processing. All orders are processed within 3-4 business days after the order is placed and payment is received. During peak seasons, promotions, or holidays, processing times may be slightly longer.

Order Tracking. Once your order ships, you will be alerted via email, receiving a tracking number to aid you in following your package's journey.

Shipping Methods. Currently, all orders are shipped with [enter shipping carrier]. Shipping rates are calculated at customer checkout based on the method chosen, including delivery time frame and flat—rate or weight of the order.

Times & Delay. Delivery times are estimates and may vary due factors out of our including, carrier delays, weather and holidays. We are not responsible for delays caused by carriers once the order has been shipped.

Lost or Damages Packages. All packages are insured up to the amount you purchased them for. If your package is lost or delayed, please first contact the carrier with your tracking number. If your product is damaged due to mishandling by the postal service, including crushed boxes, etc., please file a claim with them directly.

Returns & Exchanges. Due to the nature of our products, we cannot accept returns or exchanges on food items for safety reasons. If you believe there is an issue with your order, for example, a wrong or missing item, or have any additional questions, please reach out to us via email at loungin.bakemix@gmail.com being sure to indicate the purpose of your email in the subject line, and include your order number, if applicable. In the body of your email, be sure to include relevant pictures. If your claim is approved, we will send a replacement or issue store credit to purchase another item up to the same value at your leisure. Shipping costs are nonrefundable and will be considered when submitting claims.