

Terms and Conditions – Alpin Delights LLC

Effective Date: 04.01.2025

Last Updated: 05.18..2026



1. Introduction

Welcome to **Alpin Delights LLC**. By accessing or using our website, services, or purchasing our products, you agree to be bound by these **Terms and Conditions**. If you do not agree, please do not use our services.

2. Use of Our Website & Services

- You must be at least **18 years old** to make a purchase.
 - You agree to use our website only for **lawful purposes** and in a way that does not **infringe on others' rights**.
 - We **reserve the right** to modify or discontinue any service at any time without prior notice.
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3. Orders, Payments & Refunds

- All prices are listed in **USD** and may change without notice.
- We use **third-party payment processors (e.g., Stripe)** to handle transactions securely.
- **Live Online Classes:** Once purchased, class fees are **non-refundable**, except in cases where Alpin Delights LLC cancels the class.
- **Baked Goods Orders:** Due to the nature of our products, all cake and pastry sales are **final** unless there is a quality issue.

3.1 Cancellation & Rescheduling Policy

- **Live Online Classes:**
You may cancel or reschedule your class up to **48 hours before the scheduled start time**. After that, class fees are non-refundable and non-transferable unless the class is canceled by Alpin Delights LLC.
- **Recorded Online Classes:**
All recorded class purchases are **final**. Because access is delivered immediately via

email, no cancellations, refunds, or exchanges are offered.

- **Baked Goods Orders:**

All cake and pastry orders are **non-refundable and cannot be canceled** once confirmed, due to the made-to-order nature of these products.

3.2 Order Changes & Modifications

After an order has been confirmed, any requested changes must be submitted within 48 hours of booking. Once planning, scheduling, and preparation have begun, no further changes can be guaranteed.

We are unable to accommodate major order changes close to the pickup or event date, including changes to design, size, flavor, or pickup time. Approved changes may be subject to additional charges.

3.3 Deposits & Order Confirmation

Orders are only confirmed once the required deposit/payment has been received. Deposits are non-refundable and secure your event date and production time.

3.4 Cancellations

Due to the custom nature of our products, cancellations made after booking may not be eligible for a refund. Orders canceled within 7 days of the pickup/event date are non-refundable.

4. Pickup & Customer Responsibility

Customers are responsible for arriving at the agreed pickup time. If you are unable to pick up your order as scheduled, please notify us as early as possible.

A grace period of 60 minutes will be allowed after the scheduled pickup time. If no prior communication has been made and the order has not been picked up within this time frame, a late pickup fee may apply.

Due to scheduling and personal commitments, Alpin Delights LLC cannot guarantee availability for extended waiting periods after the agreed pickup time. Customers are responsible for arranging timely pickup of their orders.

Once an order has been picked up, Alpin Delights LLC is no longer responsible for any damage caused by improper handling, transportation, or storage. Customers are encouraged to transport cakes on a flat, stable surface in a temperature-controlled environment.

5. Allergens

Our products may contain or come into contact with common allergens, including but not limited to dairy, eggs, wheat, soy, peanuts, and tree nuts. While we take precautions, we cannot guarantee a completely allergen-free environment.

6. Design & Creative Interpretation

While we strive to match inspiration photos and requested designs as closely as possible, all cakes and desserts are handmade and slight variations may occur.

AI-generated inspiration images and reference photos are used only as inspiration to help guide the overall style, theme, and feel of the design. The final cake or dessert will not be an exact replica of any provided image.

Alpin Delights LLC reserves creative freedom in the interpretation and execution of all custom designs.

7. Intellectual Property

- All content on this website, including **recipes, class materials, images, and branding**, is the **intellectual property of Alpin Delights LLC** and may not be copied, distributed, or used without permission.
 - You may use our materials for **personal, non-commercial** purposes only.
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8. Liability & Disclaimers

- **No Guarantee of Results:** While we provide expert baking guidance, we cannot **guarantee** individual baking outcomes.
 - **Limitation of Liability:** Alpin Delights LLC is **not responsible** for any personal injury, kitchen damage, ingredient reactions, or dissatisfaction with results.
 - **Website Availability:** We do not guarantee uninterrupted or error-free access to our website.
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9. Privacy & Data Usage

- We collect and use customer information in accordance with our **Privacy Policy**.
 - We do not sell or share customer data with third parties.
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10. Changes to Terms

- We reserve the right to modify these **Terms and Conditions** at any time. Updates will be **posted on our website** without prior notice.

11. Contact Information

For any questions regarding these **Terms and Conditions**, please contact us at:
claudia@alpindelights.com

By using our website and services, you agree to these **Terms and Conditions**, governed by the laws of **Texas, USA**.

12. Digital Content Policy

Access to recorded classes and any related materials is intended for individual use only. Sharing, reproducing, distributing, or publishing the video content, recipes, or instructional materials—whether in part or full—without written permission from Alpin Delights LLC is strictly prohibited.

13. Class Recording Policy

Live online classes, such as the Sacher Cake Masterclass, may be **recorded by Alpin Delights LLC** for internal training and quality improvement purposes. These recordings will **not be published or shared publicly**.

Participants are **not permitted to record any portion** of the live class. This helps protect the privacy of all attendees and the integrity of the class content.

14. Media & Testimonials Release

By participating in a class or submitting a review, you grant Alpin Delights LLC the right to use any written feedback, photos of your baking results, or testimonials you voluntarily share (via email, social media, or class platforms) for marketing and promotional purposes, both online and in print.

We will never use your full name without permission and will always respect your privacy.

15. Cottage Food Law Disclaimer

Alpin Delights LLC operates under the **Texas Cottage Food Law**. All baked goods are produced in a **home kitchen** that is **not inspected** by the Department of State Health Services or a local health department. Products may contain or come into contact with

common allergens including wheat, dairy, eggs, nuts, and soy. Please contact us with any allergy concerns before placing an order.

16. Outdoor & Heat Disclaimer

Cakes and desserts are sensitive to heat, humidity, sunlight, and outdoor conditions. Once an order has been picked up or delivered, Alpin Delights LLC is not responsible for any damage caused by exposure to warm temperatures, direct sunlight, transportation conditions, or improper storage/display.

For best results, cakes and desserts should be kept in a cool, temperature-controlled environment until served and are best enjoyed within 2 days of pickup.

17. Force Majeure

Alpin Delights LLC shall not be held liable for delays, cancellations, or inability to fulfill orders due to circumstances beyond our control, including but not limited to severe weather, illness, accidents, emergencies, power outages, supply shortages, or other unforeseen events. In such situations, we will make every reasonable effort to communicate promptly and work toward a suitable solution.