

# FAQ's

**Q: What areas do you deliver to? How much does it cost?**

A: Currently, we only offer local delivery to the Los Angeles area. Below are the specific delivery areas:

Santa Monica, Venice, Marina Del Rey, Playa del Rey, El Segundo, Hollywood, West Hollywood, Mid-City, Studio City and Downtown LA. For those in Santa Monica, Venice and Marina del Rey, delivery is \$7. All other areas are \$15. We may be able to accommodate delivery if you are outside of the previously mentioned areas for an additional fee.

**Q: Can I request a specific delivery time?**

A: We deliver between 10am-3pm, Monday-Saturday. You may request a delivery time range, but we cannot guarantee an exact time. We will confirm via email an approximate time the day of delivery.

**Q: Can I ship an order and how much is it?**

A: Yes. We ship to the contiguous 48 United States via UPS with 2-day and Overnight service. If you live within Southern California, we can ship via Ground. At this time, we do not have flat shipping rates. For an estimate, simply send an email to [info@noeycakes.com](mailto:info@noeycakes.com) with the items you like to order, the destination and preferred delivery service.

**Q: What items do you ship?**

A: Currently, we can ship all of our items except for our French macarons and pop tarts. While we do ship cupcakes, we only ship them in cupcake jars. There is different pricing and minimums to order cupcake jars. Please send inquiries to [info@noeycakes.com](mailto:info@noeycakes.com).

**Q: How soon in advance do I need to place an order?**

A: We ask that orders be placed at least 3 days prior to your desired delivery date. For orders that require shipping, your package will be shipped within 3 business days (Mon-Fri). If you are ordering specialty items that aren't listed on our menu, please allow extra time.

**Q: How do I place an order? When will it be processed?**

A: We are currently working on making an order form available. For the time being, please send an email to [info@noeycakes.com](mailto:info@noeycakes.com) containing the items that you'd like to order, while adhering to the minimum order requirements listed on our menu page. Your order will be processed within 24 hours and you will receive a PayPal invoice. Once we have received payment, you will receive an order confirmation and your order will be processed within 3 business days.

**Q: How do I cancel an order?**

A: You may cancel an order with 48 hours notice for credit towards a future order.

**Q: How are payments processed?**

A: All payments are processed securely via PayPal.

**Q: Do you cater events?**

A: Yes, we'd love to work with you on ideas for your next special event! We can create individual treat boxes, goodie bags, party favors for guests or create themed desserts.