

*** IMPORTANT***

PLEASE READ BEFORE PLACING YOUR ORDERS WITH KOPYKAKE

NOTE: ANY CUSTOMS DUTIES, TAXES, ETC. ARE THE RESPONSIBILITY OF THE BUYER

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NORMAL ONLINE AND WEB ORDERS PROCESSING SCHEDULE...
Mondays through Fridays...

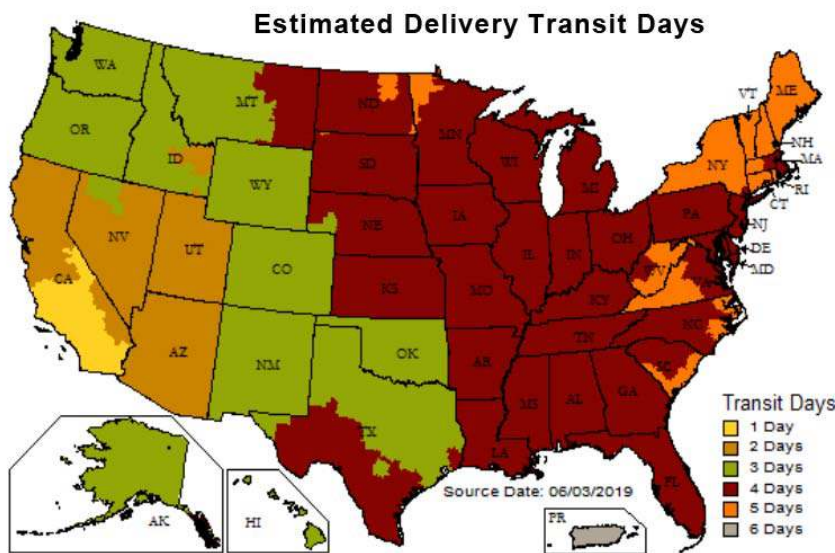
All Online and Web orders received into our system prior to 7:00AM Pacific Standard Time, are normally processed that same day.

Orders are normally processed Mon-Fri 8am - 4pm (PST), excluding weekends and holidays. We endeavor to ship your order within 48 hours, however, most orders ship within 24 hours unless the products are out of stock.

If your order is a rush, or positively needed by a certain date, time, or for a Saturday delivery, you "MUST" telephone us, tollfree 800-999-5253 in the USA or 310-373-8906 (Mon-Fri 8am - 1pm Pacific Standard Time), to see if we can accommodate your request.

How quickly will my order ship?

NOTE: Below is a chart that show the Normal Business Days UPS Ground Service takes to reach each state from California for USA shipments.



Be sure to understand, that the number of days for delivery, does "NOT" count Saturdays, Sundays or Holidays, regardless of your selected shipping method.

Further Notice: For smaller type orders, you can often save on shipping costs, if we ship via US POST OFFICE.

To do this, you may wish to call us tollfree 800-999-5253 in the USA, or email us at sales@kopykake.com for a quote. Outside of the USA, you may call 310-373-8906

You may make your payment using [Paypal](#) or Credit Card.

For Paypal payments: Log into Paypal, and then send your payment to sales@kopykake.com

For Credit Card Payment, we need the following details:

- Name on Credit Card
- Billing Address for Credit Card
- Card Number
- Expiration Date
- Security Code
- Telephone Number

What if I need to return something?

* We regret that we cannot accept returns of edible products such as Frosting Sheets, Edible Inks, Food Colors, etc. There is a 20% restocking fee on non-defective items. If an item is defective you must contact us within ten days of receiving your purchase in order to receive a Return Authorization Number to return the product. After ten days, you are responsible for the cost of shipping the item back to Kopykake.