

REFUND & FOOD SAFETY POLICY

Effective Date 6/18/26

Aunteez PC Services LLC is committed to providing high-quality, freshly prepared food products. Because food products are perishable, we have established the following Refund & Food Safety Policy to ensure transparency and maintain the highest standards of food safety.

BUSINESS INFORMATION

Aunteez PC Services LLC
439 Madison Park Drive
Grayson, Georgia 30017

Email: shelleyd@aunteez.com

REFUND POLICY

Due to the perishable nature of our food products, all sales are generally final.

We do not offer refunds, returns, or exchanges for food products once they have been delivered or picked up, except in the situations outlined below.

ELIGIBLE REFUND OR REPLACEMENT REQUESTS

Customers may be eligible for a refund, store credit, or replacement if:

- The wrong item was delivered.
- An item is missing from the order.
- The product was damaged during delivery.
- There is a verified quality issue with the product upon receipt.

To report an issue, customers must contact us within 24 hours of delivery and provide:

- Order number (if applicable)
- Description of the issue
- Photographs of the product when possible

All requests will be reviewed on a case-by-case basis.

Aunteez PC Services LLC reserves the right to determine whether a refund, replacement, or store credit will be issued.

NON-REFUNDABLE SITUATIONS

Refunds will not be issued for:

- Personal taste preferences
- Failure to read product descriptions
- Incorrect delivery information provided by the customer
- Products left unattended after delivery
- Customer scheduling conflicts
- Issues reported more than 24 hours after delivery

ORDER CANCELLATIONS

Customers may request to cancel an order prior to food preparation.

Once food preparation has begun, cancellations may not be accepted because ingredients and labor have already been committed to fulfilling the order.

FOOD SAFETY POLICY

At Aunteez, food safety is a top priority. We follow food handling, preparation, storage, and transportation practices designed to maintain product quality and safety.

ALLERGEN NOTICE

Our products may contain or come into contact with common allergens, including but not limited to:

- Milk
- Eggs
- Wheat
- Soy
- Peanuts
- Tree Nuts
- Fish
- Shellfish

Customers with food allergies, sensitivities, or dietary restrictions should contact us before placing an order.

Although we take reasonable precautions, we cannot guarantee an allergen-free environment.

Aunteez PC Services LLC is not responsible for allergic reactions resulting from the consumption of our products.

SAFE HANDLING AFTER DELIVERY

Once products have been delivered or picked up, responsibility for proper storage and handling transfers to the customer.

Customers should:

- Refrigerate perishable items promptly.
- Follow any storage or reheating instructions provided.
- Discard food that has been left unrefrigerated beyond recommended food safety guidelines.

Aunteez PC Services LLC is not responsible for food quality or safety issues resulting from improper storage, handling, or reheating after delivery.

DELIVERY AND RECEIPT OF FOOD

Customers are responsible for ensuring that someone is available to receive food deliveries at the designated delivery location.

If food is left unattended at the customer's request, Aunteez PC Services LLC assumes no responsibility for food safety, quality, or spoilage after delivery has been completed.

POLICY CHANGES

We reserve the right to update or modify this Refund & Food Safety Policy at any time. Changes will become effective upon posting to our website.

CONTACT US

If you have questions regarding this Refund & Food Safety Policy, please contact:

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