

# Sonrisa Tamales Catering

## PRIVATE POLICY

### Prices

Prices are subject to change without notice.

### Payment

Orders must be paid in full at the time of the order.

### Product Availability

Orders for menu items received with less than 72 hours notice may be subject to availability. If you place an order and the product is not available, we will contact you after receiving the order to provide notice and offer a substitution.

### Pictures on Website

Please note that images on our website may not be identical to our presentation.

### Broken, Lost or Damaged Equipment

Broken, lost or damaged catering equipment or property of Sonrisa Tamales Catering will be charged to the client.

### Cancellation Policy

We require 48 hours notice for any cancellations or changes to your order. Orders cancelled with less than 48 hours notice are subject to full charge.

### Delivery

- We deliver only. Pickups are not available.
- Deliveries take place from 12 PM to 8 PM, Saturdays and Sundays only. For special delivery requests, please call our customer Service Representative.
- \$10 delivery charge applies in the GTA. For deliveries outside of the GTA, please contact us.
- Please note that we require a 45-minute delivery window. Your order may be delivered up to 45 minutes prior to the time you specify.
- We use thermal bags to keep products warm.
- Chafing dishes are available for rent at \$10.00 per dish. Please contact customer service if this is required. One of our customer service representatives will pick them up the next day.