

# IMPORTANT ORDERING INFORMATION



## Ordering Process

You can place your Cheese Board Catering order the following ways:

- online at [www.CheeseBoardCatering.com](http://www.CheeseBoardCatering.com)
- via email at [Catering@CheeseBoardCatering.com](mailto:Catering@CheeseBoardCatering.com)
- or with our Catering Liaison, Rachael, during her office hours at 775-323-3115 x108

## Online Ordering

To place your order online, please visit our website at [www.CheeseBoardCatering.com](http://www.CheeseBoardCatering.com). Go to our "Need Catering?" page and click on "Order Catering Now." In order to place an order you must have an active account. It's easy to create an account and if you need assistance, please give us a call during office hours and we will help you out. There are some other rules for our online platform because without them there would be anarchy.

- Must only Order for yourself or your employer or any other organization for which you have been given authority so to do.
- Must provide (for Orders to be Delivered), a zip code, delivery time and delivery date. The zip code must be within our agreed delivery zones, otherwise we may not be able to do a delivery. Delivery dates and times must be compatible with the delivery open times.
- Must place an order equal to or higher than the minimum order value (\$100).
- You may add Order Notes and Delivery Notes following the selection of food, and we will do our best to comply with reasonable requests. You must select a delivery address (for Orders not to be picked up) and may add optional delivery information. You must input or select a billing address.
- You may choose to make payment by credit or debit card. Other payment options are available and can be coordinated with out Catering Liaison.
- In order to place an order, you must agree to these Terms & Conditions (which are what you are reading right now, just in a more boring language), which are available at any point during the order process.
- No abusive or offensive language will not be tolerated, and The Cheese Board may suspend or terminate the account of you in question. (No one has done this yet, so don't be the first)

## Service Charge and Gratuity

Starting December 1, 2023, all our catering orders will include an 18% automatic service charge. There are a lot of logistics and magic that happen behind the scenes of producing our beautiful food, which include hiring and retaining the best qualified employees to help bring your celebrations to life. 15% will go directly to all employees as a gratuity and the other 3% will go to help with the rising cost of technology fees including online ordering and merchant fees.

## Receipt of Order

All customers will receive email confirmation of their order automatically following the order being placed. The email confirmation will include full breakdown of items and costs involved in the order, the total cost, the delivery date, the requested delivery deadline and location, for Orders to be Delivered.

## Payment Portal

When you place an order with our Catering Department, we will send you an "Order Confirmation" with a "Pay Now" link. This link indicates that you will be using a credit card for your final payment. You can use the link to add your card within 5 business days of the order, or you can call our Catering Liaison and give it to her over the phone (this method will leave it one file for other orders you may place). The "Pay Now" link is for one-time payments and only allows us access to use your card for a short window of time and only on the order and amount you have placed. Should you add your card using the link before the 5 business days or make adjustments to your order, our credit card processing company will ask us to ask you to re-enter the card number to confirm the new order amount, and that it's really you.

# IMPORTANT ORDERING INFORMATION CONTINUED...



## Final Payments

All payments are charged the following business day that your order was received. This allows us to accommodate any changes to your order without irritation of multiple payments. You will receive an email receipt titled "Card Payment Confirmation."

## Amendments to Order

Any changes to an order must be notified to us as soon as possible. All efforts will be made to accommodate your requested changes but we reserve the right to refuse changes requested within 24 hours of the Order time.

## Lead Time

We require a working lead time of 48 to 72 hours for Catering Orders (depending on the requested item). This allows us to ensure we have the product and staffing available.

## Delivery Times and Fees

We will do our best to arrive as close to your requested delivery time, but request a 15 minute window to allow our drivers time to get to and from multiple locations. Please indicated in the notes any important information such as meeting start times and event start times so that we can be sure we arrive with plenty of time for you. Delivery fees are based on your location from The Cheese Board on California Ave.

## Product Descriptions

The Cheese Board attempts to be as accurate as possible, however, sometimes we make mistakes. From time to time there may be information on The Cheese Board's online ordering platform that contains typographical errors, inaccuracies or omissions that may relate to product descriptions, pricing and availability. Please forgive us because we imperfect humans just trying hard to do a damn good job. It is super helpful when kind folk, like yourself, let us know so we can fix our errors.

We also reserve the right to correct any errors, inaccuracies or omissions and to change or update information at any time without prior notice (Including after you have submitted your order). We will do our best to notify you and apologize for any inconvenience this may cause you.

## Pricing and Sales Tax

Prices and availability of items are subject to change without notice the prices advertised on this site are for orders placed and exclude sales taxes and delivery. Sales Tax will be charged in accordance with the prevailing tax laws.

## Cancellations and Fees

Cancellations must be confirmed with a live person at The Cheese Board. All orders placed online are considered Confirmed 48 hours prior to your pick-up or delivery and must have a credit card on file. Cancellations received **more than** 24 hours before your requested delivery or pick-up time will be charged 50% of your total order. Cancellations made **within** the 24 hours before your pick-up or delivery time will be charged 100% of your total order and we are happy to donate the food to a charity of your choice.

## Refunds

If the products or service you receive are incorrect or do not meet the standards of The Cheese Board, you may be entitled to a full replacement of order, a refund or partial refund. **You must contact The Cheese Board within 2 working hours of delivery of goods with details of any perceived deficiencies for us to send a replacement. In the event that it is after business hours, please email us images of the item by the next business day so that we can address the problem right away and make it right for you.**