Custom Order Information

If you're interested in placing a custom order with us, you've come to the right place! We really love making custom orders, big or small, as we consider it a great privilege to be a part of your day and/or celebrations. To make the ordering process as easy as possible, we have put together a little FAQ sheet below. If you still have questions, feel free to include them in your [Custom Order Inquiry](#)

How do I place a custom order?
The best way to place a custom order is to fill out our custom order inquiry form so we can collect your contact information as well as the details of your order. [Custom Order Inquiry](#)

How long does it take to receive a reply once I have submitted a custom order inquiry?
You will receive a response to your custom order inquiry via email within one to five days. If you don't receive a reply within five days, please check your spam folder or submit another custom order inquiry (we're human, so sometimes we miss an inquiry, although we do our best!).

How long in advance do I need to place a custom order?
To account for the time that it takes to reply to an inquiry, workout the details, and purchase the necessary ingredients/packaging; a minimum of two weeks before you need your order is appreciated. If you want to place an order on shorter notice, we will still do our best to make it happen.

What can I custom order?
The best way to find out is to ask! If you're looking for something specific that you haven't seen in our bakery case before, you can still ask and we will see if it's something we can make. You can also order bread in advance by calling the bakery during our business hours or submitting a custom order inquiry.

What is the pricing of your bakery items?
Pricing varies depending on what you're looking for! When we confirm your order, we will tell you exactly how much each item is that you're ordering so that you can increase/decrease quantities and make any necessary changes.

What is the pick-up and paying process for a custom order?
Orders are ready for pick-up anytime between open to close on the selected pick-up date. If you place an order for pick-up on Wednesday, Thursday, or Friday then you may pick it up anytime between 7am-2pm. Orders for Saturday or Sunday

can be picked up anytime between 8am-1pm. For orders over $50, we will send an invoice in advance. All invoices must be paid 48 hours before your scheduled pick-up date. If your order is under $50, you can pay when you pick-up. Let the cashier know you're picking up a custom order and they will grab it for you!

What are the sizes and prices of your cakes?
These are our basic sizes and prices. There is an upcharge of $3 to make any cake gluten-free and/or vegan (as these ingredients cost more!). There may be an upcharge for really detailed decorations or extra flavors. We'll make sure you know the price before the order is confirmed! All of the sizes below are for round cakes. If you're looking for a sheet cake or size not mentioned, please inquire!

• 2-layer 4" cake (ideal for smash cakes!), serves 2-3: $12
• 3-layer 4" cake, serves 3-6: $21
• 3-layer 6" cake, serves 8-12: $42
• 3-layer 9" cake, serves 12-18: $56

Should I keep my cake refrigerated when I bring it home?
We recommend keeping cakes refrigerated until 3-4 hours before serving, then you can allow your cake to come to room temperature.

Do you make gluten-free bread?
At this time, we do not make gluten-free bread. This is something we hope to develop in the future as we do receive a lot of inquiries for it! On a daily basis we try to always have at least one gluten-free bakery item in our case. Please note, all of our gluten-free items are baked in a kitchen where glutenous items are baked, so they are not considered celiac safe.

Can I call or place a custom order in person?
If you're hoping to reserve a loaf of bread, then we recommend calling during business hours at least one day in advance (414)509-5198. All other custom order inquiries should be submitted online via our custom order inquiry form.