

Allow 3-5 business days for a response to email. We are a small, locally-owned bakery, and will try to respond to your email as soon as possible. Emails are great for communicating design ideas, but it is best to call us to place an order. Please leave your name, phone number and date of order on all emails and messages. Leaving an email is not a guarantee for a cake order!

Complaints & Damaged Cakes

All orders are shown to our customers prior to leaving our shop. If you are not satisfied with your design at the time of pick-up, please let us know before leaving the store. We will do everything we can to fix any errors on our part. If someone is picking up your order, you can have them text you a picture, so you can check for correct design, colors and message.

We give instructions on cake care at time of pick-up. We are not responsible for damage to any order, whether standard, custom, or tiered designs, that are picked up and/or set-up by customers. In the event your cake is damaged in transit or due to set-up or storage, you may incur additional repair or replacement charges. Please call us with any problems or questions and we will do our best to help you. If you need any assistance securing the cake in your car for travel, just ask any of our decorators!

Because we bake all of our cakes from scratch, there may be variances in our product. If any cake is unsatisfactory or the incorrect flavor, it must be returned within 48 hours of pick-up. Refunds or store credit will be given if the error is on our part and is up to management discretion.

We value your business and want your celebration to be the best it can be, so please let us know as soon as possible how we can help you.

Creative Kitchen
309 Garrison Avenue, Fort Smith
479-646-3233