? Max's Pies Southern Treats! — Customer Guide

Welcome! This guide will help you browse our products, place orders, and manage your account.

Contents

1. Browsing Products
2. Placing an Order
3. Payment Options
4. Pickup Day
5. Your Account
6. Viewing Your Orders
7. Cancelling an Order
8. Changing Your Password
9. Getting Help

1. Browsing Products

Click **Shop** in the navigation bar to see all available products. You can browse by category using the tabs at the top of the shop page.

Each product shows its name, description, price, and any active sale price. Click a product to see full details including ingredients and available options.

Some products may show a **Sold Out** ribbon — these are regular items that are temporarily unavailable this baking cycle. You can still view them but cannot add them

to your cart. Check back next week when they may be available again.

If a product shows **Limit X per order**, that is the maximum quantity you can order of that item in a single order.

In rare cases, a product may sell out while your order is being processed. If this happens, your order will be automatically adjusted to the quantity still available, and you will receive an email explaining the change. The adjustment will also be shown on your order confirmation page.

2. Placing an Order

1. Browse to a product you'd like and click **Add to Cart**.
2. On the product page, use the quantity field to choose how many you'd like. If a maximum applies, you'll see a message when you reach the limit.
3. Continue shopping or click the cart icon in the top right to review your order.
4. When ready, click **Checkout**.
5. Fill in your contact details and any pickup notes.
6. Choose your payment method and complete your order.
7. You'll receive a confirmation email with your order details.

> **Order deadline:** Orders must be placed before the weekly cutoff. Check the homepage for the current deadline — late orders may still be accepted at the baker's discretion.

3. Payment Options

Max's Pies Southern Treats! accepts the following payment methods:

- **Credit/Debit Card** — processed securely via Stripe. Accepts Visa, Mastercard, American Express, and most major cards.
- **PayPal** — log in with your PayPal account or pay as a guest.

- **Venmo** — available through the PayPal checkout.
- **Pay at Pickup** — pay in person when you collect your order (if offered).

All online payments are processed securely. We never store your card details.

4. Pickup Day

Orders are available for pickup on our designated pickup day. Check the homepage for the current pickup schedule including day, start time, and end time. If a pickup location is shown, it will appear at the bottom of the homepage in a highlighted box — click "See pickup location" in the top banner to jump straight to it.

When your order is ready, you'll receive an email notification. Please bring your order confirmation (on your phone or printed) when you come to collect.

> **Can't make it?** If you're unable to pick up your order, please contact us as soon as possible. Orders not collected may be subject to our cancellation policy.

5. Your Account

Creating an account lets you place orders, track order history, and manage your details. To access your account, click your name in the top navigation bar.

Creating an account

1. Click **Sign In** in the navigation bar.
2. Click **Create an account** at the bottom of the login page.
3. Enter your name, email address, and a password.
4. Click **Create Account** — you'll be logged in immediately.

Updating your profile

Click your name in the navigation bar, then **My Profile** to update your name, email address, or phone number.

6. Viewing Your Orders

Click your name in the navigation bar, then **My Orders** to see all your past and current orders. Each order shows its status, items ordered, total, and payment method.

Order statuses:

- **Pending** — order received, awaiting confirmation.
- **Paid** — payment confirmed.
- **Ready for Pickup** — your order is prepared and waiting for you.
- **Picked Up** — order collected.
- **Not Picked Up** — order was not collected on pickup day.
- **Cancelled** — order has been cancelled.

7. Cancelling an Order

If you need to cancel an order, find it in **My Orders** and click **Request Cancellation**. This sends a request to the baker for review.

> **Please note:** Cancellation requests are subject to approval. If your order has already been prepared, cancellation may not be possible. You'll receive an email when your request is reviewed.

8. Changing Your Password

1. Click your name in the navigation bar, then **My Profile**.
2. Click **Change Password**.
3. Enter your current password, then your new password twice.
4. Click **Update Password**.

9. Getting Help

If you have any questions or issues, please don't hesitate to get in touch:

- Use the Contact page to send us a message.
- Reply directly to any order confirmation email.

We aim to respond to all enquiries within one business day.