Terms & Conditions

Last Updated: October 28, 2026 · https://crafty-boba.order-online.store/

By using Crafty Boba's website, app, or placing an order, you agree to these Terms & Conditions. Please read them carefully. If you do not agree, please do not use our Services.

1. Acceptance of Terms

These Terms & Conditions govern your use of Crafty Boba's website (https://crafty-boba.order-online.store/), mobile app, and any related services provided by Crafty Boba, LLC ("Crafty Boba", "we", "us", or "our"). By accessing or using our Services, you confirm that you are at least 18 years of age and agree to be bound by these Terms. We may update these Terms at any time by posting the revised version on this page. Continued use of our Services after changes constitutes your acceptance.

2. Use of Our Services

You agree to use our Services only for lawful purposes and in accordance with these Terms. You may not:

- Use our Services in any way that violates applicable local, state, national, or international law.
- Engage in fraudulent, abusive, or harmful activity.
- Attempt to gain unauthorized access to our systems or another user's account.
- Use automated tools to scrape, crawl, or extract data from our website without permission.

You are responsible for maintaining the confidentiality of your account credentials and for all activity that occurs under your account.

3. Orders & Payments

A. Order Cancellation

You may update or cancel your order at any time before selecting "Pay for Pickup" or "Pay for Delivery." Once an order is confirmed, preparation begins immediately and we cannot accept cancellations.

B. Refunds & Returns

If your order has missing items, incorrect items, or quality concerns, please contact us right away. Where we cannot resolve your concern, we may — at our sole discretion — offer a replacement item, store credit, or a partial or full refund via your original payment method.

C. Payments

All payments are processed securely through our third-party payment provider. By providing payment information, you authorize the charge for your order total including applicable taxes and fees. We do not store your full payment card details.

4. Delivery Policy

Availability. All orders are subject to product availability. If an item is unavailable, we will notify you and discuss alternatives.

Delivery area. Delivery is available to addresses within our delivery zone. Enter your address at https://crafty-boba.order-online.store/ checkout to confirm eligibility.

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Delivery time. An estimated delivery time is provided at checkout. We make every effort to meet this estimate, though delays may occur under exceptional circumstances.

Delivery date. Your preferred delivery date will be selected at the time of order.

Delivery fees. Additional delivery fees may apply and will be displayed clearly at checkout before you confirm your order.

Special instructions. You may add special delivery instructions on the checkout page.

5. SMS Messaging

By opting into our SMS program, you consent to receive text messages from us including promotional offers, cart reminders, and other marketing communications. Message frequency varies.

Command	Action
STOP	Unsubscribe from all SMS messages. You will receive one final confirmation.
HELP	Receive assistance or contact information for our support team.

Message and data rates may apply depending on your carrier plan. Carriers are not liable for delayed or undelivered messages. Contact your wireless provider for rate details. We do not sell or share mobile numbers collected for SMS opt-in to any third party for marketing purposes.

6. Intellectual Property

All content, trademarks, logos, and software associated with Crafty Boba's Services are the property of Crafty Boba, LLC or its licensors. You may not reproduce, distribute, or create derivative works without our express written consent.

7. Disclaimer & Limitation of Liability

Our Services are provided "as is" without warranties of any kind, express or implied. To the maximum extent permitted by applicable law, we shall not be liable for indirect, incidental, special, or consequential damages arising from your use of our Services. Our total liability for any claim shall not exceed the value of the specific order in dispute.

8. Governing Law

These Terms are governed by the laws of the State of Tennessee, without regard to its conflict-of-law principles. Any disputes shall be resolved through binding arbitration or in a court of competent jurisdiction located in Tennessee.

9. Termination

We reserve the right to suspend or terminate your access to our Services at any time, with or without notice, for conduct that violates these Terms or is otherwise harmful to us, our users, or third parties. You may close your account at any time by contacting us at craftyboba.nashville@gmail.com.

10. Privacy

Your use of our Services is also subject to our Privacy Policy, which is incorporated into these Terms by reference. Please review our Privacy Policy to understand our practices.

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11. Contact Us

For any questions about these Terms & Conditions, please contact us:

Location	Phone	Email
Crafty Boba 265 White Bridge Pike, Nashville, TN 37209	(615) 649-8717	craftyboba.nashville@gmail.com

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