

TERMS & CONDITIONS

PRICE

The price of your cake will be set out in your order confirmation.

A detailed order confirmation will be issued detailing the final balance and payment details.

It is the responsibility of the client to ensure payment is in time.

DEPOSITS

All cake orders require a 50% non-refundable deposit. (For wedding cakes, this includes a 25% non-refundable booking fee.) The date will be held for 7 days from the date of enquiry until a deposit is paid. Your order is not confirmed until I have received a deposit.

FINAL PAYMENT

For wedding cakes, the final payment is due no later than 7 days before collection/delivery.

For all other cakes, the final payment is due no later than 3 days before collection/ delivery.

If payment is not received by the date specified, we reserve the right to hold the order until payment is made in full.

DELIVERY

Delivery is available if required for an additional fee, or you are welcome to collect. A delivery/ collection time will be confirmed at the time of ordering.

We accept no responsibility for any damage sustained to the cake once it has left the premises, or once it leaves our care on delivery.

ALTERATIONS

Alterations to designs can be catered for subject to the nature of the request. Please be advised that cost increases may be incurred.

There can be no more alterations after 7 days before delivery/ collection.

ALLERGENS

Our cakes are made in an environment where nuts, egg, milk, gluten and other allergens are present. We cannot guarantee that any cake is entirely allergen free, although we make every effort to ensure that allergies are accommodated.

CANCELLATIONS & POSTPONEMENT

In the event of a cancellation by yourselves, we reserve the right to withhold the amount of any costs that have incurred including, but not limited to, the purchase of materials, ingredients and the consultation fee.

In the event of a wedding postponement, we will do our best to accommodate you on your new date and transfer your deposit to the new date. If this is not possible, we reserve the right to withhold the amount for any costs incurred including, but not limited to, the purchase of materials, ingredients and the booking fee.

COMPLAINTS

Complaints are very rare and due to the amount of work we put into each individual cake, we take them very seriously.

Any issues must be brought to our attention within 48 hours of collection or delivery to give a fair opportunity to assess the nature of the complaint. If the complaint is in regards to the quality of the cake, we may ask that the cake, or remainder of the cake be returned as soon as possible, and within 48 hours, to be assessed.

Both parties agree to not post any negative information about the other arising out of this contract or event on any online platform without providing advance written notice of the intended complaint, therefore providing the other party opportunity to resolve any issues amicably.

Complaints regarding the decoration of a celebration cake are easily repaired and so errors of this nature should be brought to attention immediately upon collection/ delivery. Once an order has been accepted, this confirms that decoration is as requested and no further claims can be made.

Please note that we can only deal with the client who placed the original order.