

TERMS AND CONDITIONS



1. Notice Period

This is dependent on the cake design, number of tiers and the number of orders for the date you require your order. I do limit the number of orders I take per week/date. The earlier you order the greater the chance you will get the date you require. Weekends/summer/Holidays i.e. Christmas, will be busy so please ensure you book early. I will take short notice orders but this will depend on prior commitments, please understand I may not be able to help you.

2. Deposits and Payment

- a) A non-refundable deposit* is required to secure all orders. I will not start your order/hold the date until this is received. The deposit is 50% of the order total. Full payment is due on collection/delivery. Wedding orders need to be paid in full 2 weeks prior to your date. No order will be released without payment in full.

*In the unlikely event that I need to cancel your order, through no fault of the Customer, all monies paid will be refunded in full.

- b) My policy is first come first served. No booking is confirmed until the deposit is received.
- c) Payments/Deposits are the responsibility of you, the Customer. I will not send reminders.
- d) I accept payments via BACS or cash. Details for bank transfer available on request.

3. Collection and Delivery

- a) When you have collected your order or after delivery, I accept no responsibility for any damages. Your order will be photographed before it leaves my premises, or once set up. I cannot be held responsible for damages caused by manhandling, falling, poor storage, weather damage, etc.
- b) Delivery is at my discretion and will be discussed on an individual basis.
- c) Please understand you are collecting from my home, please be considerate when you are parking and of my neighbours and my family. If you wish to speak to me privately, please ask and I will make that happen.

4. Non-Edible Components

Some cakes will contain inedible items, it is the Customers responsibility to remove these items before consumption. These may include: ribbons, wires, cocktail sticks, wooden skewers, straws, support dowels in tiered cakes. You will be advised as to what is inedible at collection.

5. Storage

As a food item, your order must be stored correctly. All fondant covered cakes are to be kept in a cool dry place but must NOT be refrigerated. Naked cakes will need to be refrigerated and brought to room temperature for serving.

6. Disclaimer

- a) ALLERGIES will need to be discussed on order. I cannot be held responsible if a person suffers an allergic reaction if I was not aware of it. I cannot guarantee nut or allergen free.
- b) I am happy to receive pictures of cakes you like or on the same theme as your order but I cannot replicate/copy another cake makers' design due to creative rights. I will stick to a theme but I will not copy a cake.
- c) I will also do my best to get a close match with your colour scheme but I cannot guarantee an exact match due to natural colours of food items such as butter.
- d) All my cakes are handmade by me and no 2 will be exactly the same. Please expect some variation.
- e) I reserve the rights to amend my Terms and Conditions at any time.

7. Cancellation and Refunds

- a) All deposits are non-refundable, as per section 2. However, at my discretion, I may allow postponement. This is also dependent on notice period.
- b) If you cancel after you've paid your deposit, the deposit I'd forfeited. Additional/extra payments will be refunded provided the cancellation is made in writing at least 7 days prior to collection. I will not accept cancellations/postponement within 7 days of your order date (14 days for weddings). After this time, you will be requested to pay the balance in full.
- c) Refunds will be at my discretion and will only be paid if there is proof there is an unlikely problem that is entirely my fault. If you do find issue, please return the cake for inspection. No return no refund.
- d) NO REFUND WILL BE GIVEN IF THE CAKE HAS BEEN STORED INCORRECTLY.

8. Data

I will only hold basic personal information i.e. name, telephone number, email, for the duration of the order process. When you have collected, your information will be deleted/shredded by the use by date of your order (in case of any issue). I will not pass on any personal information to 3rd parties for any purpose.

If you have sent photographs for reproduction, these will be sent only to a printer and deleted once I have the printed product. They will not receive any personal information relating to the person/s in the images.

By paying your deposit you are therefore agreeing to these Terms and Conditions and entering into a Contract of Purchase with Caked with Love Yaxley.

Kind Regards

Nicola Ford