

Terms & Conditions

Please read carefully, too book in:

- A deposit is required – This is 100% NON REFUNDABLE

We will not hold the date unless a deposit has been paid. If you wait more than 12 hours between enquiry and paying, DO NOT pay without checking if the date is still available.

Collecting your cake – Closer to the time you will be given collection details. Depending on the cake this will either be a standard self service, or a greeted collection. This information will be sent a few days before.

If I am unable to make the order due to illness or unforeseen circumstances you will be fully refunded

A second instalment may be required within 4 weeks of deposit for very large bookings

The collection date can be changed by +/- 2 days, up to 2 weeks prior, subject to availability

Bookings non transferable – Why?.... The deposit secure the hours needed to complete the work. You are booking the time slot which means other work is turned away in order to keep the hours available to make the cake. It may not be possible to refill those spaces. Often sugar modelling is done a few weeks in advance and certain stock/tools are ordered specifically for an order well in advance. The deposit covers this and it also covers the administration work completed.

If you change design for a lesser priced cake, the quote can only be altered down by 20%, this is because a certain amount of hours have been booked out to accommodate for the work to be completed.

All cakes are collection only unless otherwise agreed

Wedding cakes are supplied in a basic cardboard box. Wedding cake transportation boxes can be purchased for an extra £18

Payment of final balance is to be made 14 days before collection. Failure to pay this on time can result in your cake being cancelled.

Wedding cake balances are to be settled 4 weeks before

An agreed set date and time slot will be given for collection

All weekend collections are 10:30am unless otherwise agreed

Any issues with the cake must be reported to us within 2 hours of collection

We secure our cakes for transportation using the thickest dowels and best quality boards to ensure stability, once the cake has left the premises we cannot be held accountable for damages. We recommend that every cake is transported flat in the boot of the car with nothing at all underneath the box.

All our cake toppers and modelling are made from sugar. They are made for the purpose of cake decoration and not designed to be kept for a long period of time. In some circumstances they will be anchored to the cake in such a way that they cannot be removed in one piece. If toppers or decorations break on removal we cannot be held accountable

Each single cake goes through quality control; this includes a slicing test, a taste test and a texture test. If for some reason you feel your cake is not right it must be reported immediately by Email, Facebook or Telephone

Our cakes are freshly produced without factory preservatives. All cakes should be consumed within 3 days of collection. We do not guarantee the freshness of the cake after this time. Any issues reported after this period will be invalid

Complaints - Our cakes are a handmade. Therefore we allow a small

percentage of imperfections within our standards and tolerances. We do not give part/full refunds for reasons such as slight deviations, imperfections or personal taste dislikes.

Some cakes, for example chocolate and fruit require a sharp knife to cut cleanly through. We recommend wiping the blade each time for a perfect slice. We are not accountable for any damage during serving and cutting.

We do not take any responsibility for damages made by the kitchen, venue or guests of your event.

All references' such as the internet, books, TV etc are used as a guideline only. Due to the bespoke nature of our baking; and copyright issues we do not guarantee a 100% likeness.

ALL allergy information should be given at the time of booking

Failure to collect the cake will result in an invoice for the remaining balance

We do not offer consultations. Where possible we do everything online/telephone and email.

We always reserve the right to photograph our work and use it on all publications

All collections are done at the door. This is to respect/protect the privacy and safety of our family.

ONLINE SCAMS:

We are aware of several methods of online scams aimed at retailers like ourselves. With this in mind to protect ourselves against being caught out, any accidental overpayments made by yourself will take 14 days to be refunded. This is so we are able to call the bank and check it's a legitimate payment that has been made. We appreciate your understanding in all genuine matters.