

SAMPLE OF STANDARD TERMS & CONDITIONS FOR YOUR CAKE BUSINESS

TERMS AND CONDITIONS

All our Products made by us are subject to the following Terms and Conditions.

INGREDIENTS

All cakes, fillings and icings may contain, or come into contact with, soy, wheat, dairy, nuts or other allergens.

It is the responsibility of the Customer to inform me prior to the confirmation of their booking of any allergy issues. It is the responsibility of the Customer to inform their guests of all allergy information and accordingly the Supplier will not be held liable for any allergic reaction resulting from consumption of the cake.

All products are made to be eaten on the day of the celebration.

QUOTATIONS

All Quotations are valid for 7 days from the date of issue.

ORDERS

We prefer at least fourteen (14) days notice for all orders, as we are continually booked in advance. We will however endeavor, where availability permits accept short notice cakes. Any Products ordered from a picture or photo of a product produced by any other cake maker, can only be reproduced by us as our interpretation of that product and will NOT be an exact reproduction of the product in the picture or photo.

DEPOSITS

A non-refundable deposit of 50% is required to hold your date.

Where we have delivered what is quoted and invoiced, but the Customer does not accept the finished Product, the deposit WILL NOT be refunded.

UNFORESEEN CIRCUMSTANCES

Where we cancel the booking due to illness or any other unforeseen circumstance that affects the ability to deliver the ordered Product, the deposit will be refunded within seven (7) days of notification to the Customer.

FINAL BALANCE PAYMENTS AND PICKUPS

The balance is due on or before pickup date, and before the Product leaves the premises.

If paying by cash, correct change is appreciated, as we may not have the exact change on the premises.

If paying by internet transfer, the money needs to hit the account BEFORE the product leaves the premises.

It is the responsibility of the Customer to check the state of the product before leaving the premises. Once the item has left the premises, the Customer is responsible to ensure that products gets to its destination safely and is stored as per our instructions to achieve best results for taste and quality.

DELIVERY

We offer delivery for certain destinations. Delivery is charged at our discretion

Delivery will be carried out in a safe and appropriate manner. Once delivered to the customer and change of hands has been completed with the product in appropriate condition, it is then up to the customer to store and care for the cake as per our instructions. If anything is to happen to the cake after this exchange, we are not liable for any damages.

A delivery date and time will be agreed by both parties, and if the customer is not at location at this time and date, and we are not able to contact the customer, the product will be transported back with our premises and it will be the customer's responsibility to collect cake.

PUBLICATION

We reserve the right to use any image of a Product made by us for publication at a later date.

RETURN OF HIRED EQUIPMENT

Deposits are taken for all equipment. All equipment must be returned on agreed date or extra charges may be levied to cover hire costs. Any damages to equipment will incur a reduction of deposit returned in order to cover costs of repair or replacement.

DAMAGE

If a third party will be collecting the cake on the customer's behalf, a release form is to be signed by that person, stating the cake is received in good condition at the time of pickup/delivery.

PICKUP

The Customer is liable for any damage, accident, or mishap that may occur once the cake is released from the care and custody of the Supplier's. The Supplier is not liable for any damage that may occur thereafter.

REFUNDS/CANCELLATION/POSTPONEMENT POLICY

POSTPONEMENT

If, for any reason the event is required to be postponed, please contact me immediately.

The new date proposed will be subject to availability.

CANCELLATIONS/REFUNDS

If cancellation of the order is required, and you have paid your full balance, the refund policy is as follows:

If the cancellation is up to one (1) month in advance of your event date, you will receive a refund, less your initial deposit and the cost of any supplies already purchased for your cake.

If the cancellation is less than seven (7) days prior to your event, there will be absolutely no refunds given.

Refunds will be paid within 30 days of cancellation.