

Cakes Individually Iced Terms & Conditions of Sale

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The conditions set out here constitute my terms of sale. Please contact me for clarity on any matter which is not clear and note that nothing contained here affects your statutory rights as a consumer.

Customer Satisfaction Guarantee

Should you be unhappy with the cake I will do everything I can to rectify the matter before the event. If you are still unsatisfied then I will refund the price of cake in return for the product.

If there is a design problem the cake is to be photographed and e-mailed within 48 hours of the cake being collected or delivered. Situations where the cake is eaten, and therefore not returned, vouchers may be offered.

If you have a complaint about the taste of the cake then a sample is to be provided within 24 hours.

Check your order

Whilst I take every measure possible to check orders it is also the responsibility of the customer to make sure the details on the order confirmation are accurate. I will do everything I can to rectify the situation if an error is made i.e. wrong date, but the responsibility lies with the customer to check the details on the order confirmation.

Deposits and Payments

Once the order is placed the deposit (£100 for Wedding Cakes and 50% of the full value for novelty cakes) is non-transferable and non-refundable. The order is confirmed on receipt of the deposit and no guarantees can be given on availability until the deposit has been paid. Balances for wedding cakes are due one month before the wedding; novelty cake balances can be paid upon collection unless full payment is requested upon ordering. All payments are made by BACS / cash / cheque – I do not accept card payments. Cancelled orders with less than 30 days' notice are payable in full at the company's discretion.

Delivery

When a cake is to be delivered it remains the responsibility of the company while in transit. Where any damage occurs then it is the sole responsibility of the company to make good any damage. If this is not possible, for whatever reason, then a full refund will be given.

Collection

As you will appreciate that once the cake leaves the studio then responsibility then passes to the customer and the company is not liable for any damage in transit. Please be aware that a flat surface is required to retain the stability of the cake and should be secured where possible to remove the risk of movement in transit. If you are unsure please ask me for advice.

Freshness

When preparing some cakes, especially larger highly decorated ones, the cakes need to be in prep for two sometimes three days before the event. Whilst I do everything to ensure that the cake is as fresh as possible for the event the recommended "best before dates" are usually within two days of the event once the cake is cut to ensure maximum quality. Uncut cakes will remain fresh for a few days longer, depending upon how they are stored. The company does not accept liability for consumption from two days following the event.

Non-Edible Decorations/Allergens

During the design process the customer will be informed of any non-edible decoration/supports that will be used to construct the cake. The customer must relay this information to the venue / hosts. Allergens are documented on stickers on cake boxes for collected cakes; all wedding cake orders are provided with a document detailing flavours/dowels/portion sizes & allergens.

All cakes are prepared in a kitchen in which nuts are used, therefore may contain traces of nuts and should not be eaten by anyone with a nut allergy. For further information regarding ingredients / allergies please contact me directly.

Copyright

The design copyright is the property of the company. The customer does not have any claim on the design. The company reserves the right to use images of any design for promotional purposes following the event.