



Hill House, Old Amulree Road, Kenmore PH15 2HE

T: 01234 56789 E: info@designer-cakes.com W: www.designer-cakes.com

Terms and Conditions of Sale

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

Timescales

We will endeavour to do everything we can to accommodate your order however we work to a maximum number of cakes per week and will not compromise quality through greed.

Usually 3 months' notice for wedding cakes and 2 weeks for celebration cakes is sufficient, with less notice required during the winter months.

Customer Satisfaction Guarantee

Should you be unhappy with the cake we will do everything we can to rectify the matter before the event. If you are still unsatisfied then we 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

While we take every measure possible to check orders it is also the responsibility of the customer to make sure the details on the order form are accurate. While we will do everything we can to rectify the situation when an error is made i.e. wrong date then the responsibility lies with the customer to check the details.

Deposits and Payments

Once the order is placed the deposit (£100 for wedding and £50 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 28 days before the wedding and for novelty cakes 14 days before the event.

Cancelled orders with less than 60 days' notice are payable in full.

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 ask a member of staff.

Best Before Dates

When preparing some cakes, especially larger ones, the cakes need to be in prep for two sometimes three days before the event. While we do everything to ensure that the cake is as fresh as possible for the event the best before dates are usually within two days of the event.

To assist in prolonging the shelf life the cakes are best placed in a sealed container (this will damage a sugarpaste finish) in the fridge. We do not accept liability for consumption from two days following the event.

Non-Edible Decorations

During the design process the customer will be informed of any non-edible decoration that will be used to construct the cake. The customer must relay this information to the venue / hosts.

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.