



94 WINDSOR ROAD MANSFIELD NOTTS NG18 4EF

TEL: 07834 527713

EMAIL – bakemeacake2@sky.com

TERMS AND CONDITIONS

Ordering a Celebration Cake and Cupcakes

If you would like to place an order with myself, you will be given a quote and a collection or delivery time.

If you wish to proceed with the order, then an invoice will be emailed to you setting out the details. If photographs and designs have been discussed these will be sent to yourself in order to confirm the design ordered. If there are any errors on the invoice, then you will need to notify ourselves immediately and the invoice will be amended and a new one forwarded to you.

Should you wish to add on any more decoration, a quote will be provided. If you are happy with the quote then the invoice will be updated.

If you are happy with the contents of the invoice and the price of the goods then a 50% non-refundable deposit secures your booking and the date you have ordered the cake for.

The remaining balance is due on collection. If you are unable to pay the final balance then you will be unable to take the cake away.

Wedding Cakes

As above quotes will be given and then an invoice sent to yourself which will confirm all the details.

A £50 deposit secures your wedding date. This is non – refundable.

The balance of your wedding cake to be paid 2 weeks before the date of your wedding.

All swatches of material and final design to be confirmed one month before along with the final choice of flavours.

Deposits

All cake deposits are recorded on your invoice and monies are held in a separate client deposit account.

Amending Dates

Should you need to amend the date of collection of your celebration cake or amend your wedding date we will try to accommodate you as much as possible.

If we cannot amend the change of date it will down to our discretion if a refund of the deposit will be given. Please note we only take on a limited amount of orders in order to produce high standards and should you cancel at a late stage, decorations may have been made and materials purchased which will need to be covered.

Collection

Collection dates are given on the invoice along with a collection time. If you are unable to collect during the pre-arranged times, then collection may have to be on the next working day.

When you collect a cake, the cake will be shown to yourself and you will be able to confirm if you happy with the design. If you are unhappy with the design, you must notify us immediately so that alterations – if necessary, can be made. If the alterations do not fall within what was agreed on the original invoice, then a further charge will be incurred. You will then be asked to sign our copy of the invoice which was sent to you to confirm that the cake is to your expectations and that you are happy with the cake and that there is no damage to the cake.

A photograph will be taken of the cake before you leave the premises.

As soon as you leave our premises the cake is your responsibility, and should any damage occur during transportation and the cake needs to be repaired then this will incur a further charge.

Delivery

If you require us to deliver your cake you will be notified in advance of the delivery charge. This will not change unless you change venue. When the cake is delivered either to yourself or a venue, if you are not available, a third party will be called upon to check that the cake is in perfect condition. They will then be asked to sign the invoice to confirm the cake is as ordered. A photograph will also be taken which will be date and time stamped. If you are not in attendance personally, a photograph will be sent to you. Should you have any immediate problems with the design or decoration then these must be communicated, where possible, whilst we are still on the premises.

If you have any complaints regarding the taste and quality, please see the Complaints section below.

Decorations and Fresh Flowers

All non-edible decorations and wires will be pointed out to you when the cake is collected. If fresh flowers are to be used, these will be placed on the cake and advice given on how to protect the cake should the two come into direct contact.

Cakes

We only use freshly baked sponges and freshly made buttercream for our cakes. The flavours to choose from are given to yourself and your selection will be marked on the invoice. All of our cakes have a two-day shelf life from when you collect from ourselves. As soon as the cake is collected you will be advised how to keep it as fresh as possible in order to maintain high standards.

We have been inspected by Mansfield District Council and hold a 5* rating from them.

Dietary Requirements

Should you have any specific requirements these must be made known at the initial enquiry stage. This will then be listed on your invoice.

Please note – if you have a specific dietary requirement, we will let you know if we have the capacity to make this order immediately.

Complaints

Design - Should you have a complaint regarding the appearance and design of your cake this needs to be pointed out immediately. As soon as you have signed the invoice and confirmed that the design and appearance is exactly as expected then no refunds will be issued due to this reason.

Cake and materials – Should you have any complaint regarding the taste and quality of the sponge this needs to be communicated to ourselves the day in which the cake is being consumed. For example, if you collect on a Saturday and the cake is being eaten on the Sunday – you must notify us on the Sunday of any issues.

You will be asked what date you are eating the cake when you collect.

If you feel the cake is not up to your expectations, then you must return the cake and all the packaging **in full** to ourselves as soon as possible so the complaint can be investigated, and a resolution can be discussed.

Complaints can be communicated to ourselves via messenger, text, call or email.

Petal Paste and Glue

All of our petal pastes and Glue is made in a controlled environment. Should you have any issues with the quality of the product then please notify us immediately. Photographs must be taken if possible and the paste returned to ourselves or one of our suppliers along with the packaging and the batch number.

When the complaint had been investigated a resolution will be discussed.

Should you require any further help or assistance, or you feel anything has not been covered please do not hesitate to contact us.

Clare Hodgkinson

Bake Me A Cake