/Users/andrew/Documents/The good Cake Lady/pictures/GREY CAKE  TEXT (2).pdf

Terms and Conditions

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All sales made by the Good cake lady (The company) are subject to the following terms and conditions. Nothing contained within these terms and conditions affects your statutory rights as a consumer. Please read them; if there is anything which is unclear please feel free to contact us.

Price

The price for the order is as stated on your order form. You agree to pay the full price to the Company inaccordance with these detailsonce checked and agreed by you.

Deposit

All wedding cake orders require a non-refundable deposit of 30% of the total cost. All other cake orders require a non-refundable deposit of £25. All deposits are non-refundable and non-transferable.

Deposits are due when the order is placed and details checked and agreed by you. Orders are deemed to be accepted only once the deposit is paid

Payments

The balance for Wedding Cakes is due 2 weeks before delivery / collection

The balance for other cakes is due on delivery / collection

Payment method is by Direct Bank / Building society transfer or by cash.

Final Payment

. The cake cannot be released until payment is received in full.

The company accepts no responsibility for any loss howsoever caused or for non delivery under these cicumstances.

The customer will be responsible for the payment of any additional charges incurred as a result of payment failure.

Alterations to orders

It is very important to us that your cake is to your specification. Please check carefully the order form and notify us within 3 days if changes are needed. The customer is responsible for notifying the Company of any alteration(s) to the original order. If beyond the 3 day margin above then the Company reserves the right to alter the quoted fee accordingly. The Company will endeavour to assist customers bbut please note that late changes cannot be guaranteed.

Cake component parts

Should component parts become obsolete or unavailable the Company will endeavour to re-design the cake reflecting as closely as possible the original design utilising replacement products where necessary. The company will advise the customer in this event but reserves the right to make replacement with equivalent or better quality components without consultation.

Collection

Your order may be collected at a time agreed at the time of order placement. The cake will be photographed by the company prior to collection and all responsibility for the cake will pass to the customer on collection

Delivery /Setting up

Your order can be delivered to a venue agreed at the time of ordering. The timing of delivery will be according to company availability. It is the customer’s responsibility to ensure that correct delivery information and details of a named recipient with relevant contact details are passed to the company.

The company will ,if requested, set up the cake at the delivery venue. It is the customer’s responsibility to make arrangemnt with the venue for the location and display of the cake and that appropriate equipment for this is available. Please ensure that the location is safe, stabel and that position cannot affect the cake (e.g. chocolate melting due to heat / direct sunlight)

The company will require a signature from the recipient and a photograph will be taken after set up (if requested).

The company accepts no liability for interference or damage to the cake thereafter.

Cancellation / Refunds

Wedding cakes: Cancellation up to four weks before delivery will result in a charge of 75% of the remaining balance. Therefter, cancellation will result in 100% charge of the outstanding balance.

Other cakes: Cancellation up to one week prior to delivery/collection will result in charge of 100% of the outstanding balance.

Allergies

Peanuts are not used in the company’s kitchen but the company cannot guarantee absolute freedom from peanuts in raw materials from other sources. Other allergies and intolerances should be discussed with the company at the time of ordering. Allergy information will be supplied with all orders.