



Sweet Fusion Cakes Terms & Conditions

1) CLIENT CONTRACT

By making payment for a consultation or by receiving the invoice, you (the customer) agree to abide by the Terms & Conditions set by Sweet Fusion Cakes. It is the customer's responsibility to ensure they have read the full Terms and Conditions.

2) ORDERS

All orders must be placed as soon as possible, for wedding orders preferably at least 3 months in advance of the date required. Celebration orders at least 2-3 weeks in advance of the date required, earlier if possible. If this is not possible, please do get in touch as we may still be able to accommodate your order.

All orders are to be placed either by email (sweetfusioncakes@gmail.com) or by phone (07553 794823)

All phone orders will be followed up with email correspondence.

All payment dates and details will be provided on the invoice, which will be sent by email.

It is the customer's responsibility to check all the information provided on the invoice - if any details are incorrect, these must be communicated by email only.

If you would like to secure the date for your order, in advance of receiving an invoice, this can be done by payment of a non-refundable deposit of £100 for all wedding orders and £35 for all celebration orders.

3) DESIGN

We offer a bespoke cake service and can design a cake to suit your theme or we can work with a design/designs you have selected. A 100% colour match cannot be guaranteed, however we will aim to get it as close as possible. We reserve the right to change the design at any point, if circumstances are beyond our control or may compromise the quality of the finished cake.

Amendments to the design of your cake can be accommodated prior to the final payment. Any increase in cost that may arise from the alteration will be charged accordingly.

Taster consultations are available for weddings and large events, subject to availability and a fee of £30, deducted from any order placed over the value of £150. Please note; this payment only confirms your consultation date and not your order date.

Consultations are usually no more than two hours and you will have the opportunity to sample up to 3 cake flavours served as cupcakes and a chance to discuss your cake design further.

Additional flavour combinations can be requested, and will be charged at £5 per flavour combination.

Payment for the consultation is required within 2 working days of booking the appointment to secure a diary slot.

A maximum of 3 adults are invited to attend. If you do need to bring children, please notify us in advance. Any children attending will need to be fully supervised at all times by the parent/guardian who is responsible for them.

If you require additional cake samples for children, these need to be requested at the time of confirming your consultation and will need to be paid for in advance.

4) SPECIAL DIETARY REQUIREMENTS

Cakes made using recipes that are gluten free are available on request, however, it should be noted that whilst these cakes are the first made on any day, they are made in the same kitchen, using the same (thoroughly cleaned) equipment as non-gluten free cakes. Whilst every effort is made to ensure these cakes are free from gluten, it should be noted that Sweet Fusion Cakes will not be held responsible for any allergic reactions.

Our products may contain or come into contact with milk, wheat, nuts, soy, and other allergens. Outline information will be supplied on the cake transportation box or delivery information.



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5) PAYMENT TERMS

In order to secure a diary slot, a 50% non-refundable deposit fee is required for all orders over £50; within 7 calendar days of receiving your invoice.

For orders under £50 the full balance will be required within 7 calendar days of receiving your invoice, and 50% of the payment will be retained as the non-refundable deposit in the event of a cancellation.

The deposit reserves your date and collection or delivery time as provided on your invoice and is **NON-REFUNDABLE** in the event of a cancellation. If you change the date and/or time of your event, please contact us immediately to ensure we can still accommodate your changes. Sweet Fusion Cakes will not be held responsible if we are unable to accommodate a change to your date and time of the event.

Payment dates will be provided on the invoice and must be adhered to. Failure to receive the balance by the due date indicated can lead to the contract being null and void.

The dates specified on the invoice are the latest by which payment must be received. Payments can be made earlier if you prefer or if you wish to pay the full amount with the non-refundable deposit, then this must be received by the date given for the non-refundable deposit.

Payment can be made by bank transfer (account details on request) or by cash in person. Cheques are accepted although they must have cleared by the date(s) stated on the invoice. Payment using PayPal is also available but attracts a surcharge to cover transaction fees (PayPal details available on request).

6) CANCELLATION POLICY

If you wish to cancel your order, please notify us as soon as possible by EMAIL ONLY, stating your cake reference number provided at the top of your invoice.

Dependent upon when you cancel, refunds may not be possible - please note all deposit fees are non-refundable. In the unlikely event that Sweet Fusion Cakes has to cancel an order, a full refund, including the non-refundable deposit, will be made.

7) DELIVERY/COLLECTION

Delivery will only be offered if delivery slots are available and will be charged at 50p per mile return, plus delivery and set-up time.

Delivery must be agreed at the time of ordering.

Collection/delivery time and date will be agreed by both the customer and Sweet Fusion Cakes at the time of booking.

If the collection/delivery time is to be changed by either party it must be confirmed in writing first.

In the event that you have failed to communicate any changes to your event in writing, Sweet Fusion Cakes will not be held responsible if Sweet Fusion Cakes are not able to accommodate your order and no monies will be refunded. Collection is from the Sweet Fusion Cakes business address (given on the invoice) and you will be allocated a 30 minute collection slot.

If you are running late, it is your responsibility to notify Sweet Fusion Cakes by phone only (07553 794823). Please note alternate collection time slots may not be available.

Upon collection/delivery the customer (or a nominated person by the customer) must sign for the order confirming they are happy with the order.

Once collected from Sweet Fusion Cakes, we are not responsible for any damage to the cake (or in the case of delivery, once set-up is complete). You are responsible for transporting the cake safely: flat in the boot of the car or flat in the foot-well are advised; it is NOT advisable to hold the cake on the lap or place on the seat.

8) STORAGE

We would recommend that the cake remains in the box it is supplied in, in a cool place, out of direct sunlight and NOT in a refrigerator unless specifically instructed to do so. Once the cake is cut, any exposed areas can be covered with cling film.



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9) SET UP

We will assume that there will be a designated cake table provided by the venue. Set up does not include moving tables, dressing the table with a table cloth or fresh flowers as this should be provided by the venue or wedding/party related staff.

Ensure the table you display the cake(s) on is secure and in a suitable environment (on a level floor, out of direct sunlight, away from radiators etc). It is not advisable to relocate the table once the cake has been set-up and displayed.

Once the cake has been delivered and set up, the cake is then the responsibility of the venue or the nominated contact person.

We will take photos and have a delivery receipt signed by the point of contact specified on the order form as evidence of the cake delivery and set up. Set up is usually 2-3 hours prior to the arrival of the guests at the venue to ensure that there are no disruptions to your day.

10) CAKE CUTTING

We do not offer a cake cutting service and arrangements must be made independently. Our portion size is based on a 2 inch x 1 inch slice and we will not be held responsible if your cake is cut at a different size to this, resulting in you having fewer portions.

11) NON-EDIBLE ITEMS

Depending on the design of the cake, it may be necessary to use non-edible supports within the cake and occasionally non-edible materials are used on a cake such as ribbon, brooches, feathers, diamanté etc.: this will only be on the client's request/with prior arrangement with the client and must be removed before consumption of the cake.

All non-edible items will be identified to the person collecting or taking delivery of the cake.

Sweet Fusion Cakes accepts no responsibility for any harm that may arise from their use.

12) TOWERS & TURNTABLES

A 10 tier adjustable cupcake stand (maximum capacity around 124 cupcakes) is available for hire, subject to availability and payment of a £110 returnable safety deposit.

The tower must be returned unwashed, undamaged, in full packaging, and on the agreed date for full return of the safety deposit.

Turntables are also available for hire, for displaying double sided cakes, subject to availability and payment of a £25 returnable safety deposit.

Daily hire charges will apply.

13) CAKES DECORATED WITH FRESH FLOWERS

If your cake requires fresh flowers, your florist will supply the flowers to ensure they match the rest of your decor.

We will liaise with your florist to ensure a perfect finish. Please note, some flowers and some treatments used on flowers are toxic and it remains your florist's responsibility to ensure these are not used on your cake. Sweet Fusion Cakes cannot be liable for any contamination to our food product that may arise from their misuse. Ask your florist for details regarding toxicity. You may like to read this article as just one source of information about flowers for cakes <http://maddocksfarmorganics.co.uk/using-fresh-flowers-wedding-cakes-guide/>

14) IMAGES

We photograph all our cakes and we reserve the right to use any photographs for display or promotion without compensation to you. Our images remain our copyright and no reproduction or use of these images is permitted under any circumstances, without specific prior permission from Sweet Fusion Cakes.



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15) EVENTS BEYOND OUR CONTROL

We shall not be liable to you for any failure or delay in supply or delivery or for any damage or defect to goods supplied or delivered hereunder that is caused by any event or circumstance that is beyond our reasonable control (including, but not limited to, extreme weather conditions, acts of God, strikes, lockouts, or other industrial disputes).

16) NOT TOTALLY SATISFIED

In the unlikely event you are not happy with your order after you have signed for it, you will need to contact Sweet Fusion Cakes immediately by phone and the complete order will need to be returned to Sweet Fusion Cakes premises and handed to an employee of Sweet Fusion Cakes in the box(es) provided within 24 hours of receiving your order, for investigation. Any cut surfaces of cake must be wrapped in cling film.

Along with returning the complete order in the original box(es) you will need to provide written details listing the issues and stating how the order was transported and stored.

Following a complaint, monies will not be refunded at the customers requested. All complaints will be investigated by Sweet Fusion Cakes once the complete order has been returned within the specified timelines with the written issues.

Should a complaint arise, Sweet Fusion Cakes asks that the customer remains polite and courteous at all times. Rude and/or aggressive behavior and/or slander via social media will not be tolerated and any potential refund will be forfeited. Please note; **ALL** deposits are non-refundable.