



Terms & Conditions

These terms & Conditions below are set out between Shabby Creation's and any client that accepts deposit of an order.

All products created and made by Shabby Creation's are subject to the following terms and conditions:

Orders

- Orders are subject to the availability of the date required
- Items based from a picture, photo, sketch and/or description will not be an exact reproduction of the picture, photo, sketch, and/or description. Shabby Creations will endeavour to recreate your desired product to the best of her ability; however can not guarantee that it will be exactly the same.
- Orders placed with less than fourteen (14) business days notice require payment in full at the time of ordering.
- Deposits are non-refundable.

Deposits

- A non-refundable deposit is required to reserve your order; the remainder is due three days prior to your product pick up date.
- Your order is not confirmed until a deposit is received and a confirmation email of your design has been received and agreed upon with Shabby Creations.
- A deposit is required for ALL orders; which is deducted from the final balance payable.
- Deposits are non refundable but are transferable if cancelation is made with fourteen (14) business days notice.
- If ordering within fourteen (14) business days of product pick up date then full payment is due when ordering.

Payments

- Deposits are payable via Cash, Direct Deposit, Credit Card via website. www.shabbycreations.com.au
- Direct Deposit details are as follows;
Account Name: Glenda Jones
Bank: NAB
BSB – 084 – 259
Account Number – 58 498 9448
Please use invoice number as the bank reference

Changes to an order

- Changes cannot be made within fourteen (14) business days of product collection
- Any changes and/or amendments must be emailed to Shabby Creations (glendas.shabby.creations@gmail.com) and agreed upon by both parties involved.

Cancellation

- If you cancel your order, your balance payment can only be used as a credit for future orders provided notification is made to Shabby Creations (glendas.shabby.creations@gmail.com) at least fourteen (14) business days prior to the pick up date. No payment refund will be given on orders cancelled within fourteen (14) business days of the pick up date.

It is Shabby Creation's to complete this product to the best of our ability within the timeframes given. If any "Act of God", natural disasters, accidents, personal commitments and any other causes beyond the control of Shabby Creation's occurs a full refund of payment will be offered. This is to the discession of Shabby Creation's.

By paying the non-refundable deposit, you, as the client accept these Terms & Conditions and consent to uphold these conditions.

Delivery and Set up

- Yes I can deliver and set up.
- Delivery and set up fees are calculated by distance travelled and time set up; please contact me for a quote.
- Delivered and set up items will be photographed at different angles as proof of delivery and set up.
- Products can be shipped; please contact me for a quote
- Pick up is from Shabby Creation's premises at a prearranged time and date only.
- Any self-transported products are at your own risk and Shabby Creation's is not responsible for any damage that may occur to any client-transported products once it has left the pick up location.

How do I order a cake?

Send an email to glendas.shabby.creations@gmail.com, use our quote page or use our contact us box on my website.
www.shabbycreations.com.au

With the following details and I will email you a quote within 48 hours.

- Function type;
- Items required;
- Colour theme;
- Theme or a special design;
- Any photos or sketches of ideas you like;
- Preferred pickup date and time; and
- your contact details

Shabby Creation's will contact you with further information and questions.

Disputes

- Any refund given for disputes regarding an order is completely at the discretion of Shabby Creation's and are not automatic.
- Any order that is delivered and set up at venues are photographed from different angles on delivery to show quality, location, and no damage.
- We do not accept any responsibility for loss or damage to orders once the order has been delivered to a venue or collected from our premises.
- We do not accept any responsibility for non-delivered items under unavoidable or exceptional circumstances. This in no way affects your statutory rights.

Publication

- From time to time our designs and your order may be used and published on social media, used for promotion and /or magazines and other publications.
- Shabby Creation's reserve the right to use any image of an order made and created by Glenda Jones and other staff members associated with Shabby Creation's for publication, promotion and any additional use at a later date.