

Standard Terms and Conditions of Trading

These terms form the basis of the contract between our customer and Felisbella Cakes.

These Terms, your Order and your Order confirmation are considered by us to set out the whole agreement between you and us for the sale of cakes. It is your responsibility to check all details in the order confirmation are complete and accurate as this is the document we work to when completing your order.

Basis of Sale Any samples, drawings, or descriptions we issue, and any descriptions or illustrations contained on our website and social media are issued solely to provide you with an approximate idea of the cakes they describe and remain the property of Felisbella Cakes.

Quotations are valid for a period of 7 calendar days from the day of issue. Cake sizes quoted are in inches and are based on the diameter of the cake. Cakes are 5 inches deep as standard.

If you would like a deeper cake this needs to be requested at the time of booking. No contract is made with you until we have received your booking fee. Once your booking fee has been received you are in a legally binding contract with Felisbella Cakes.

The Cakes We warrant that on delivery or collection the Cakes shall conform to their description as set out in the Order Confirmation, be of satisfactory quality and comply with all food safety, statutory and regulatory requirements in the UK.

We will not be held responsible for customer disappointment of the design or the interpretation of the cake as long as it is made in line with the customer's pre agreed requirements set out in the order confirmation and will face no consequent liability especially if no sketch was given and Felisbella Cakes was given free design reign. It is the customers responsibility to ensure all details within the order confirmation and sketch are correct and meet their exact requirements.

The warranty does not apply to any defect in the Cakes arising from wilful damage, accident, negligence by you or any third party, if you use the cake in a way we do not recommend, your failure to follow our instructions or any alterations you carry out.

Our cakes are made in an environment where nuts, egg, milk, gluten and other allergens are present. We cannot guarantee that any cake is entirely nut free although we make every effort to ensure that allergies are accommodated. We cannot guarantee an exact replica of any cake, but we will do our best to make it so. Where colour swatches are provided, we will do our best to match as close as we deem possible. Exact colour matches are not guaranteed.

Fresh flowers are not included in the price of any wedding cake design. If a wedding cake is to be dressed with fresh flowers these are to be provided by your florist. We will arrange the

flowers on the cake. NB. Please note some flowers are not suitable for use as a cake decoration. Ask your florist for details regarding toxicity.

We cannot be liable for any contamination to our food product that may arise from their misuse. We recommend that your florist liaise directly with us to confirm detail about the size of cake being dressed to avoid any miscommunication. From time to time certain materials for our cakes may become obsolete.

This is totally out of our control; however, we will do our best to select replacement products to reflect the original design as closely as possible. We reserve the right to replace items with component parts of equal or better quality without consultation. If your cake contains figures made from sugar paste, whilst edible, we do not advise that they be eaten, due to the possible presence of dowels for reinforcement.

All of our figures are handmade, and therefore, whilst we try to capture the characteristics of a particular person if requested (such as with eye colour, hair colour, hair length, glasses etc), we cannot guarantee a true likeness. It is your responsibility to provide images for our reference. If images are not provided standard figures shall be used. Images need to be provided no later than 4 weeks prior to the event. Stacked cakes contain dowels in each tier to provide support and these should be removed before consumption.

The cake is a fresh product containing no additives or preservatives and it is our right to assume consumption on the day requested. Cakes should be stored in a dry place, at room temperature, away from direct sunlight and sources of heat in the box provided. They should NOT be refrigerated.

Felisbella Cakes and the customer expressly agree that the cakes and all goods purchased from Felisbella Cakes remain the property of Felisbella Cakes until paid for in full. Delivery and Collection All orders may be collected free of charge from Felisbella Cakes by prior arrangement.

We accept no responsibility for any damage sustained to the cake once it has left the premises. If delivery has been requested, we will deliver the cake on the day set out in the order confirmation to the address provided.

We do not offer specific delivery times. Felisbella Cakes will always do the best it can to ensure delivery dates agreed are achieved for the provision of the goods or services however, Felisbella Cakes cannot accept liability for delays and time shall not be of the essence. If the delivery address changes after the order has been confirmed additional charges may be added to cover extra mileage.

When delivering to a wedding venue, we will contact the venue in advance to arrange a mutually convenient time for delivery. If we set up the wedding cake, we shall take a photograph of the cake before leaving and, where possible, obtain a signature from the venue confirming the cake has been received in good condition.

Should the venue need to set up the cake themselves we shall explain how the cake is to be displayed and where possible, obtain a signature to verify we have done so. Once the cake

has been delivered, we are unable to accept liability for any damage sustained to the cake thereafter nor any failure to follow the instructions provided. If the cake is delivered with a cake stand, a security deposit will be payable with the final balance.

The stand must be returned to us in a good, clean condition within 3 days of the wedding. Upon the return of the stand the deposit will be refunded. Upon the return of the stand the deposit will be refunded.

This will be refunded via bank transfer within 5 working days. Should the stand be returned broken or damaged, the cost of the replacement stand will be deducted from the security deposit. Price and Payment The price of your cake will be as set out in your order confirmation. No Vat is payable on the cakes.

A 50% booking fee is required for wedding cake orders (subject to a minimum of £100) and a 60% booking fee for all other cakes.

For Wedding Cakes, a detailed order confirmation will be issued detailing the final balance and payment details. No further payment reminders will be sent, and it is the responsibility of the client to ensure payment is on time. Any order placed two weeks before its due date, a full payment will be required upon ordering.

Please note all booking fees are non-refundable. The balance must be paid in cleared monies no later than the date set out in the order confirmation by bank transfer to the account specified, cash or payment by debit or credit card. If paying by debit or credit card, please allow 3 working days for payment to clear.

Late payments will incur a £25 charge. If payment is not received by the date specified this shall be constituted as breach of contract by the client. We reserve the right to hold the order until payment is made in full. When payment is late, we accept no responsibility should we be unable to purchase the required stock or equipment to make the cake as laid out in the order confirmation. In these circumstances the cake will be made as close to the order confirmation as possible with no redress or liability on Felisbella Cakes.

Cancellation, postponement and alterations

In the event of a cancellation by yourselves, charges are as follows;

More than ninety days prior to the date = booking fee only.

Ninety days to one calendar month prior to the date = booking fee plus half the remaining cost.

Less than one calendar month prior to the date = full amount Any booking fees previously paid are non-refundable.

In the event of a wedding postponement, the payment due remains the same as a cancellation. If you postpone within 90 days of the wedding half the remaining cost will be due on the original payment date.

If you postpone less than one month prior to the wedding, the outstanding balance remains payable on the original due date. Subject to availability we will carry any monies paid forward to the new wedding date. Please be aware that we will only do this on one occasion. Any further postponements will be classed as a cancellation.

Postponements may also be subject to an increase in costs, in line with the annual cost of inflation, depending on the duration of the postponement. You may, prior to 8 weeks before the wedding day, or 7 days for celebration cakes, amend your order by providing us with written notice. In the case of alterations, a new order confirmation will be issued detailing the changes and the new cost.

Alterations are not confirmed until a new order confirmation has been issued. Should you make any changes after the time scale stipulated above there will be no reduction in the price you pay, even if your new design is cheaper than the original booking. If for any reason you fail to collect your cake order, we reserve the right to take action to recover any balances outstanding.

Felisbella Cakes reserves the right to cancel, vary or suspend the operation of this contract if events occur which are in the nature of force majeure including (without prejudice to the generality of the foregoing): fire, floods, storm, plant breakdown, strike, lock outs, riot, hostilities, non-availability of materials or supplies or any other event outside the control of Felisbella Cakes , and Felisbella Cakes shall not be liable for any breach of contract resulting from such an event.

In this situation we will provide you with written notice and any booking fees paid are non-refundable and we refer to our cancellation policy. As such we advise you to purchase wedding insurance. Felisbella Cakes liability (both in contract and tort) in respect of defects in goods or services shall be limited to the issue of a credit note in respect thereof or granting a refund or other such compensatory measures as Felisbella Cakes , at its discretion, considers appropriate in the circumstances and shall be limited to the to the value of the goods or services giving rise to the claim.

Felisbella Cakes shall not under any circumstances be liable for the customer respect of indirect consequential loss or damage or loss of profits, provided always that these conditions do not exclude or restrict Felisbella Cakes statutory liability for death or personal injury arising from any negligence on Felisbella Cakes part or liability imposed by statutory implied terms in Consumer Contracts. Complaints – Complaints are very rare and due to the amount of work put into each individual cake we take them very seriously.

Any issues must be brought to our attention within 48 hours of collection or delivery to give fair opportunity to assess the nature of the complaint. Both Parties agree to not post any negative information about the other arising out of this Contract or Event on any online forum or website without providing advance written notice of the intended content thereof and providing the other party with a prior opportunity to resolve any issues between the parties amicably.

Complaints regarding the decoration of celebration cake can be easily repaired so errors of this nature must be pointed out upon delivery/collection so as to give us the opportunity to correct them. Once payment has been handed over this confirms that decoration is as requested, and no further claims can be made.

Wedding cake clients will be sent a detailed sketch of their wedding cake prior to the wedding. It is the client's responsibility to check that this meets with their requirements and raise any issues with us if there are any discrepancies. Where the complaint is in regard to the quality of the cake then the cake, or remainder of the cake/tier, must be returned to us as soon as possible after cutting and within 48 hours of collection/delivery to ensure that we are able to fairly assess the nature of the complaint.

Please note we can only deal with the client who placed the original order. General Terms
All designs and intellectual property rights remain the property of Felisbella Cakes. We reserve the right to use images of your cake for any form of advertising