



Terms and Conditions

All products purchased from Dilly's Cakes are subject to the following terms and conditions. Please carefully read the following terms and conditions, they constitute a binding agreement between you and Dilly's Cakes. By purchasing any products, you signify acceptance to these terms and conditions.

Payment

When booking your cake order, I require a 25% deposit. This deposit is non-refundable should you cancel your order for any reason, but is transferrable to another product at a later date. Please note, you will not be booked in until I have received the full deposit amount. One week prior to the collection/delivery date of your order, the remaining balance must be cleared. Work will only start on your order once I have received the full balance. If you cancel your order after you have paid the full balance, I will refund 25% of the full amount paid up to 3 days before your order is due. If you cancel less than 3 days before your order is due, no refund will be made except under exceptional circumstances, but the amount you have paid will be transferrable to another product at a later date.

I take payment by bank transfer or PayPal. Details are available on request or can be found on your invoice.

Delivery/Collection

As standard, orders should be collected from my premises in Sittingbourne, Kent. The full address will be provided once the deposit has been paid. Orders that are collected from my premises are always boxed for transportation. I provide full instructions on the care and handling of your order. I do not take any responsibility for any damage that may occur to the order once it has left my premises.

If requested, I can deliver your order at a pre-arranged time to local areas only. I am based in Sittingbourne, Kent, delivery requests will be considered on a case-by-case basis. Delivery charges will apply dependent on location. If your order is to be delivered to a venue for a wedding or other event, I am happy to liaise closely with your event coordinator to ensure that we deliver at the best possible time. On occasion we are faced with severe weather conditions, public unrest, or other unexpected events that may make your venue inaccessible, you can be assured that we will always do our best to deliver as pre-arranged.

Set up for events

I do not charge a set up fee. If I cannot set up your cake at a convenient time then we can leave your cake with the banqueting team.

Flowers and inedible items

At the request of the client, cakes sometimes contain inedible items such as ribbons, flowers, feathers etc. These items must be removed before serving and we accept no responsibility for any harm these might cause.

I can provide flowers to decorate your cake, or I can liaise directly with your florist. Be aware that some flowers are not suitable for cake decoration or may be toxic if eaten and all foliage must be removed before serving. Any contamination to your cake is not my responsibility.

Dietary requirements and allergens

I use quality ingredients and all my products are freshly prepared. Product ingredients can include eggs, flour, cocoa, sugar, milk, margarine, and butter. Note: if a colour other than natural buttercream is requested there will be food colour additive in the buttercream. If you require more information about colour additives when considering placing an order, please contact me to discuss.

Please be aware that as a home baker, my kitchen handles **DIARY, NUTS, PEANUTS, GLUTEN (WHEAT), EGG and OTHER ALLERGENS**. Therefore, I am unable to cater for any allergy or dietary requirements. The client assumes responsibility to ensure that anyone who consumes the cakes is aware of this fact.

Therefore, although ingredients such as nuts and other allergens may not be in the products, they are still used in my kitchen, so I cannot guarantee that any of my cakes are allergen free, if you chose to place an order this will be at your own risk. I do not produce gluten free or diary free products. If an allergy is known, it is the customer's responsibility to inform people not to eat the cake due to the possibility of trace allergens. I accept no liability for customers suffering allergic reactions.

Professional food colours are used in the buttercream in my products which vary from product to product depending on the colour choices made. The food colour manufacturers state that various allergens are used in the factories producing their products and therefore cannot guarantee they are allergen free.

Cake design

All orders are bespoke, because of the organic nature of the designs, colours and small details may be subject to variation. No order is ever exactly the same while every effort is made to create exact representations. Once collected I am not responsible for any damage that may occur. Full storage and transport advice is given at collection.

All cupcakes are vanilla with vanilla buttercream unless otherwise specified.

Best before date/storage conditions

Cake orders should not be left in extreme heat, in the car, or in a fridge for any extended length of time. The shelf life of cupcakes is short as they are made with natural ingredients so they do not have the extended shelf life like most supermarket cakes, they are made fresh to order but should be consumed within 36 hours from collection if they are to be at their best. Store in a cool dry place.