

Frequently Asked Questions

1. How can I book my date?

Once we have discussed all details about the cake and you have agreed to move forward, a detailed invoice will be sent to the email address to pay the 50% non-refundable retainer, please note this must be paid within 24 hours or the order will be cancelled and the date will be forfeited. Balance on all orders is due 10 days prior the event.

2. We have been talking about my custom design for a while is my date reserved?

NO, sadly this happens often, we receive many cake inquiries daily as such the only way to guarantee your date is booked is with a paid deposit and contract. The longer you wait to confirm the details of your order the less likely that the date will be available.

3. Can I order online?

Yes, we now have signature cakes available to order online, they are NOT CUSTOMIZABLE; require 7 days notice delivery and taxes are additional.

4. Do you have cakes I can just pick up or do I have to place an

order? Unfortunately, we do not have cakes on hand; all our products are baked to order. We need at least 7 days for standard cakes or cupcakes, custom cakes require at least 14 days. Depending on availability.

5. Do you deliver your products?

We delivery to Northern VA but not DC or MD. These must be scheduled ahead of time, and within a 30 min window. Wedding cakes must always be delivered.

6. My event is this week, when do I pay for my order?

In the event that we are able to accommodate your order last minute, you must pay in full the same day, or 9am the next day. You may also incur a RUSH fee, depending on how close to your date the order was placed. If your payment is not received by the deadline it will automatically be cancelled with no notice.

7. Can I get a wedding cake for this weekend?

Unfortunately we cannot provide a fully custom cake in such short notice, depending on availability we might be able to provide a simple tiered cake. Please note we do not make sheet cakes. (Unless the sheet cake is an addition to a large order)

8. What is your general refund policy?

If you are not happy with any product, please do not accept the product, or consume it, once it is accepted or consumed, we cannot issue a refund. If for any reason you are unhappy with the final product let us know before you accept it, and we will try to fix it the best we can.

9. Do you give military discount?

YES, we are a proud military family ourselves, and offer 10% discount on all custom orders even on wedding cakes, except on our online store and signature products as those are listed at discounted prices. Simply show your ID at your cake

consultation, or mention it to the person taking your order. We do verify ID at delivery.

10. My event is outdoors will the cake be ok?

NO, in the winter in temperatures around 40s the cake might be ok for a small period of time, however in the summer, or any temperature above 50s the cake will melt. Therefore, our cakes are not suitable to display outdoors in the heat, or even under direct sunlight.

11. Do you have a minimum amount per order?

Yes, any custom order requires a min. of \$150 per order. Except for signature cakes.

Product Info

- All of our cakes are 3 layers, except for the sheet cakes (those are 2 layers and can only be order in addition to large orders)
- All our products are baked from scratch and contain no preservatives
- We use real butter in our buttercream and its best if serve at room temperature
- All products should be consumed the day of the even, if there are any leftover is should be stored in air-tight containers and fully consumed within 48 hours.
- Cupcakes and cakes should be fine within 24 hours of purchase
- Only refrigerate if storing longer than 24 hours, except products with cream cheese, which should always be refrigerated
- All cakes should be taken out of the fridge two hours before serving for best flavor
- Please note that although a product may not contain nuts, all items are made in a kitchen that handles nuts
- All our items contain eggs.
- Our items are not suitable for vegans unless otherwise stated
- All our products contain gluten