



Terms & Conditions

These terms form the basis of the contract between the customer and Baked Just Right.

Booking Fee

All orders require a £20 non-refundable booking fee paid at time of ordering to secure the commission of your cake and your chosen date. Orders over £100 will require a 50% non-refundable booking fee. Booking Fees are paid via Sumup payment link which will be sent to you.

Bookings are not confirmed until this fee is paid; your order will then be put in the diary. If the booking fee remains unpaid after 7 days, Baked Just Right reserves the right to cancel any earlier arrangements. On payment of the booking fee, it is assumed that the terms & conditions are understood and accepted as applying to your order. Bookings for collection within 7 days of quotation must be paid in full at time of order.

Final Payment

The remaining balance must be paid 7 days prior to collection, cash and cards are accepted. If final payment or other arrangements are not made by this time, the order may be cancelled with all monies forfeited.

Enquiries

When enquiring about a cake, please include as much detail as possible (date required, occasion, style, theme, colour, flavour, type of covering (fondant/buttercream), number of servings required, additional decorations) to enable me to accurately provide a suitable quote. Quotations are valid for a period of 7 days from the date of issue. After discussing the specific details of your booking, an order confirmation will be sent. It is your responsibility to make sure these details are correct and as discussed and let me know if there are any discrepancies.

Alterations & Changes

Changes to your order after they are confirmed must be requested no later than 7 days before the collection date. Alterations to your design will be considered but cannot always be guaranteed and may incur a further charge, with your final balance being adjusted accordingly.

Cancellation and Postponement

Cancellations will result in the loss of the non-refundable booking fee. If cancellation takes place 7 days prior to collection, Baked Just Right reserves the right to retain 100% of the order value.

In the unlikely event that Baked Just Right cancels your order, an alternative will be offered, or a full refund given.

If you postpone the event, Baked Just Right will endeavour to transfer your booking providing the revised date is available, otherwise it will be treated as a cancellation (as above). Please be aware that postponements may be subject to an increase in costs, in line with the annual inflation dependant on the duration of the postponement.

The Cakes

All my cakes are baked to order, using fresh ingredients. Consumption is intended within 24–48 hours of collection to ensure the cakes are at their very best. Stacked cakes contain dowels in each tier to provide support and these should be removed before consumption. Baked Just Right will not accept responsibility for any defect in the cakes arising from wilful damage, accident, negligence by you or any third party.

Climate Conditions & Storage

It is the responsibility of the customer to ensure that the cake is stored in an area that is climate controlled to ensure the cake remains intact and retains its original condition. Extreme high temperature and humidity due to weather conditions and the lack of a cool environment at the appointed location may adversely affect the condition of the cake.

Cakes should be stored in a dry place, at room temperature, away from direct sunlight and sources of heat, only buttercream cakes can be refrigerated.

Baked Just Right will take every step possible to ensure a quality product upon collection. Baked Just Right cannot be held responsible for unfavourable conditions at the cake's destination.

Food Allergy Disclaimer

Baked Just Right is NOT an allergy free kitchen. I cannot guarantee that products are free from ingredients that may affect those with food allergies.

Baked Just Right will not assume liability for adverse reactions to the following ingredients used in my kitchen:

- Milk and other dairy products
- Eggs
- Nuts: Peanuts, walnuts, almonds, coconut
- Wheat and gluten

Please note that some food colourings may adversely affect the behaviour of children.

Flowers

If your cake requires fresh flowers, these are not included in the price, and you must make all the necessary arrangements with the florist. Please note Baked Just Right is not responsible for any problems with your fresh flowers.

Baked Just Right cannot take responsibility for any damage rendered to the cake caused by a floral arrangement that was implemented by your florist.

Cake Toppers & other decorations

Sufficient notice must be given for items that require ordering, e.g., personalised cake toppers. Cake toppers, ornaments, ribbon, and other decorative items that are to be added to the cake, that are purchased by yourself, must be delivered to Baked Just Right a minimum of 7 days prior to collection.

Reference Photographs

I am happy to use photographs as inspiration for a cake, however, please be reminded that images can never be recreated exactly, as I will interpret every design in my own way. If you would like a specific part, e.g., colour, design, topper, wording, etc. this must be stated at the time of ordering, and every effort will be made to accommodate your request.

Contact details

You can send me a message on Facebook [@BakedJustRight1](#) or Instagram [@bakedjustright1](#), via the enquiry form on my website www.bakedjustright.co.uk or send an email to bakedjustright1@gmail.com
I will reply to you as soon as possible.

Steph x

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