

## FAQ's



1. How do I order?

You can send me a message via:

Facebook <https://www.facebook.com/BakedJustRight1>

Instagram

<https://www.instagram.com/bakedjustright1/>

Enquiry form on my website [www.bakedjustright.co.uk](http://www.bakedjustright.co.uk)

Email [bakedjustright1@gmail.com](mailto:bakedjustright1@gmail.com)

Call/text 07929 846 573

2. Do you deliver?

For celebration cakes and smaller orders, I offer collection only.

I offer delivery to your chosen venue for larger wedding cakes, this will incur an additional charge.

3. Why don't you have a standard price list?

My cakes are all customised and hand made to order, each with their own individual finishing touches; this means I take care to price each order to your own specifications.

4. How far in advance can I order?

Ideally a minimum of 3 weeks' notice is required for celebration cakes or smaller orders. However, feel free to get in touch to see if I have any last-minute availability.

5. Do you cater for special dietary requirements?

Baked Just Right is NOT an allergy free kitchen, therefore I am unable to offer a guarantee that my cakes can be made with 100% Allergen / Gluten / Dairy free due to the risk of cross-contamination in my home-based kitchen.

I can, however, use soya butter and gluten-free flour etc. on request but as mentioned above this can never be 100% risk-free.

6. How long will my cake last?

My cakes are all freshly baked to order, the week of your event and are at their best eaten within 2-3 days of collection.

I recommend you keep them wrapped in tin foil or in an airtight container after cutting to keep fresh. Any leftovers may be frozen for up to 3 months.

7. How do I pay for my cake/Do I have to pay upfront?

All celebration cake orders require a £20 non-refundable booking fee paid at time of ordering to secure the commission of your cake and your chosen date. Wedding cakes 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.

The remaining balance must be paid 7 days prior to collection, via a 2<sup>nd</sup> payment link.

8. What if I change my mind/need to cancel?

Please see full details in my Terms & Conditions with regards to cancellations

