CAKE ORDER TERMS AND CONDITIONS

Company Details: Name: ahouseofcake.co.uk is our trading name on the Internet.

Registered Office: A HOUSE OF CAKE

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Saltash

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Please read these Terms and conditions carefully and make sure that you understand them, before using or ordering anything from our website or from our shop. You should check this page on a regular basis for any changes we may have made to the Terms of Service. Should you disagree with them or any part of these terms and conditions conflict with your opinion, please do not proceed with your order or using our website.

WEDDING CAKE & CELEBRATION CAKE ORDERS

All cake orders placed with A House of Cake on the premises or via any other method (including email & social media channel messages are subject to the below terms and conditions.

Cake Order

Any information given whilst placing your order, including design details, colours, theme, contact information, price etc will all be included for reference and approval on your cake order form.

It is the customers' responsibility to ensure that any detail given/printed on your order form is correct. By paying for your cake order, you are confirming all detail is correct and that you accept the A House of Cake terms and conditions.

Once your order is being created, it will strictly follow the information given on your order form. Verbal orders will never be taken, all orders must be confirmed in writing.

Cake Order Notice Period

Our cake diary fills up very quickly, to avoid disappointment we recommend booking your cake order as early as possible. We have a minimum of 2 weeks’ notice required for the majority of our orders. However, we may be able to produce last minute orders depending on the requirements and orders we have on that specific date.

Cake Price

Please note, we ask you to pay in full on booking your cake, this means you are securing the time allocation that is needed to design, bake, make, and present your custom-made cake/cupcakes ready for your collection time.

The total price for your cake order will be stated on your cake order form. For wedding cakes, the full payment is required at least 4 weeks prior to the collection date, however paying in full on booking guarantees that the date for your special occasion is secured. Please speak to us if you are unsure.

Cake Design

Any cake ordered based on a photograph of a cake made by another cake maker, can only be reproduced as our interpretation and will not be an exact replica of the cake in question.

The colour of your cake order will be matched as closely as possible to the design agreed. However, it may not be identical to those displayed online. Any photographs displayed on our website or on our social media channels are a guide only and the final cake design may vary slightly to these.

All modelling paste figurines, models and toppers are handmade on our premises. These are not manufactured and may sometimes vary slightly to those displayed online.

In some extremely rare cases it may be necessary to slightly change or vary a design from what has been agreed, as specific cake decorating items may become unavailable/discontinued from our suppliers. If this occurs, we will ensure a substitute replacement is found with an equally or better quality product.

Portion guides are only approximate and dependent on correct cutting (Our recommended portion size is 1” x 2”). We cannot be held responsible for shortfalls in portions.

Cake Contents

Some cake designs contain nonedible items and decorations, such as broaches, ribbons, flowers etc. Sugar paste/modelling paste figurines and floral cake toppers may also contain wire, wooden skewers, crystals, or beads which should not be eaten. It will be your/your caterer's responsibility to remove these, as appropriate, before serving your cake.

All cake orders are made fresh on the premises with the highest quality ingredients.

All fruit cakes contain nuts, or traces of nuts and sulphur. Every effort is taken to keep any ingredients separate, however please be aware that although your cake order may not be made with nuts or a nut product, it will be prepared in a kitchen where nuts may be frequently used. We cannot be held responsible for any ingredient contaminated at source and we do not accept any liability for any damage to health or any distress caused to you by the consumption of such products.

Cake Order Changes & Alterations

We do our best to accommodate any changes or alterations you wish to make to your cake order up until 4 weeks prior to the collection date, however late changes cannot always be guaranteed. It is the customer's responsibility to confirm any alterations to be made to the original cake order with Lesley Retallack.

A House of Cake reserves the right to amend the final cake order price in line with any alterations to the initial agreed design

Cake Deposit

Cake order slots in our diary are limited, all cake orders require a non-refundable deposit at the time of booking in order to secure your place. For cakes with less than 4 weeks’ notice, half the cost of the cake must be paid at time of booking.

All deposits become due when the order has been placed and details checked and agreed by the customer. All orders are deemed to have been accepted once the deposit has been paid. Your deposit payment can be made by cash or banker’s debit.

Please note that all deposits are non-refundable and non-transferable.

Final Payment

For wedding cake orders, the outstanding balance of your cake order must be paid 4 weeks prior to your collection date, unless discussed otherwise with the business owner. If the final payment has not been made by or on the due date your order will not be made and will result in cancellation.

Cake Collection

Your cake order should be collected at the time agreed when placing your order and stated on your order form. If for any reason you are unable to make this agreed time, A House of Cake must be informed with sufficient time to re-arrange. We do not take any responsibility if your order fails to be collected on the arranged day due to issues with business opening hours.

All cake orders will be pre-boxed for the customer for transportation. Customers are advised to check their order at the time of collection, once received we will assume the customer is satisfied. After the customer has received the order it is the sole responsibility of the customer. We will not accept responsibility for damage caused by you or by any other persons nominated by you to collect your order. Any repairs or adjustments will incur additional charges. Once the order leaves our premises, we cannot be held responsible for any damage.

Cake Delivery & Set Up

We do not do deliveries, but we do package the cake accordingly for safe collection

Cake Cancellations As your cake order is reserved and designed solely for you, certain elements of your cake order may be ordered months in advance. Under the Distance Selling Regulations you do not have the legal right to cancel a made-to-order item, which includes edible goods. Depending on the circumstances, time, and expense we have invested at that point any monies paid may not be refundable, we may cancel your order at our discretion.

If you require your order to be cancelled the following apply:

More than 4 weeks from collection date - 25% of the total cost will be payable

0 to 4 weeks to collection date - 100% of the total cost will be payable

All cake order cancellations must be made in writing to A House of Cake.

If the customer fails to make the complete order payment by the date agreed (4 weeks prior to delivery/collection date), A House of Cake reserves the right to automatically cancel the order.

A House of Cake also reserves the right to cancel if we have insufficient stock or staffing levels to deliver the order. In the unlikely event of a cancellation, A House of Cake will give customers as much advance notice as possible and offer a full refund of the cost of the cake order only. In the case of a date rescheduling, customers will be given the option to transfer to the rescheduled date. Cake Discount Policy A House of Cake may occasionally offer special promotional price relating to specific cake orders, the promotional rate will be available for a limited time only and will only be applicable to cake orders booked within the clearly stated dates. Cake orders booked before or after the sale dates are not eligible for discounted rates.

Cake Storage & Consumption

At A House of Cake, we take pride in lovingly baking each and every cake/ sponge on our premises, so we know exactly what goes into them. Your cake is baked to ensure it is fresh for the date of your order only, we cannot guarantee its quality if it is consumed more than 48 hours after collection. We are therefore unable to make a warranty as to the length of time for which the cakes will remain fit for consumption. We do, however, recommend our cakes are consumed within 48 hours from collection.

Your cake should not be refrigerated, as this will cause condensation to form on the cake's surface/icing and will accelerate the staling of the flour within the cake. Any cake should be stored in a cool, damp-free, dry environment, out of any direct sunlight and on a flat, sturdy surface. A House of Cake is not liable for any cakes stored or displayed in poor conditions. It is the responsibility of the customer to keep the cake in the manner recommended by us. Orders placed in a fridge or kept for a time longer than recommended are done so at your own risk and we are not liable for any deterioration of the order in these circumstances.

Freezing your cake preserves the taste of the sponge and icing as much as feasibly possible, but please bear in mind that it will affect the visual appearance of the icing, as condensation will form upon defrosting. Food hygiene recommendations recommend that food should only be frozen for a maximum of 3 months

Refunds and Complaints

For every cake order made, the order deposit is non-refundable. A House of Cake is unable to offer refunds on any cakes booked. Transfers to another cake order may be approved, but only in extenuating circumstances and at the sole discretion of A House of Cake. In these cases, A House of Cake must be advised in writing at least 6 weeks prior to the original cake date.

In the rare event that your cake fails to meet our commitment to quality, a refund may be offered at our discretion.

If you have concerns about your cake, please notify us upon collection of the cake so that we have the opportunity to rectify it in time for your event. Any complaints should be made within 24 hours of receipt of the cake(s) to be eligible for any form redress and if you should wish to request a refund then you must allow part or all of the cake, upon our request, to be collected by us to allow us to investigate the complaint.

We take all complaints seriously and will endeavour to resolve all complaints within 5 business days of receiving them.

In circumstances where a refund is offered, it will be limited to the value of the cake in dispute. Additional avenues of recourse other than mediation, whether it may be further compensation or otherwise, is not available.

As taste is a very personal matter and subjective, we cannot accept the return of any orders merely because you do not like the taste.

Any Refunds are at the discretion of A House of Cake.

We pride ourselves on our personal yet professional service. Thank you for using our service