



## ***Celebration Cake Terms & Conditions of Sale/Booking Contract***

**BY MAKING PAYMENT ON YOUR ORDER, YOU ARE AGREEING TO THESE POLICIES**

### **CUSTOMER SATISFACTION GUARANTEE**

In the unlikely event that you should be unhappy with your cake, we will do everything we can to rectify the matter. When you collect your cake, we will ask you to sign a disclaimer stating you are happy with your cake's design.

If you have a complaint about the taste of the cake, the uneaten cake is to be returned within 24 hours for Razzmatazz Cakes to consider a refund.

### **TIMESCALES**

We will endeavour to do everything we can to accommodate your order. However, we work to a maximum number of cakes per week and will not compromise quality through greed.

Usually, four months' notice for wedding cakes, three weeks for celebration cakes and four weeks for novelty cakes is sufficient.

### **DESIGN**

The customer understands that Razzmatazz Cakes will interpret and execute the decided cake design as closely as possible to any picture references used in the design process, understanding that slight variations may be present in the final design. In addition, the customer agrees to give Razzmatazz Cakes the freedom to make creative changes to the decided design if the needs arise due to compromised stability or structural integrity of the cake or other emergencies.

### **CHECKING ORDER DETAILS**

While we take every measure possible to check orders, it is also the client's responsibility to ensure the order form details are accurate. Therefore, while we will do everything we can to rectify the situation when an error is detected, i.e. the wrong date, the responsibility lies with the customer.

### **DESIGN CHANGES**

The customer may request changes to a Celebration or novelty cake three weeks before the event. The client understands that any changes to the cake order's design, flavours, or décor will affect the cake's final cost and may require additional payment, even if the client has paid the original deposit. In cases where there are less than three weeks before the event, Razzmatazz Cakes cannot accept any further changes to the cake design due to scheduling, purchasing and preparation for the already underway order.

### **DEPOSITS AND PAYMENT DUE DATES**

All orders require a 50% deposit to hold your order date. We will not book your order until we have received the deposit. We will confirm your order upon receipt of the deposit. We will

give no guarantees on availability until we have received the deposit. Once we have accepted your order, your payment is non-transferable and non-refundable. Balances for celebration and novelty cakes are due seven days before the event/collection date.

### **COPYRIGHT**

The design copyright is the property of Razzmatazz Cakes. The customer does not have any claim on the design. Razzmatazz Cakes reserves the right to use any design images for promotional purposes following the event.

Razzmatazz Cakes only produces bespoke cakes. Therefore, we cannot directly replicate a fellow cake artist's design that you may have sourced online or taken from a magazine, nor can we reproduce licensed or trademarked images due to ethical reasons and copyright infringement laws.

### **BEST BEFORE DATES**

While we bake our cakes to order and do everything to ensure they are as fresh as possible, the best before dates are usually within two to three days of your event. Large cakes and detailed designs can often require several days of decoration before an event. Razzmatazz Cakes does not accept liability for consumption three days following the event.

### **CANCELLATION OF CELEBRATION AND NOVELTY CAKES**

Razzmatazz Cakes will issue a partial refund provided your cancellation request is submitted at least ten days before your event/your cake is ready for collection. All deposits are non-refundable, even if the order is cancelled within the cancellation window. If you need to cancel a celebration or novelty cake order for any reason and have paid in full, you will receive a partial refund of 65% minus the deposit.

Razzmatazz Cakes will have turned away other business for your order, and it is doubtful we could refill the date at such short notice. We will charge for any preparation or supplies purchased specifically for the order, such as specialty ingredients or materials. Please be courteous when cancelling your order and give as much notice as possible. You may submit a cancellation request to: [razzmatazzcakes22@gmail.com](mailto:razzmatazzcakes22@gmail.com)

### **CAKE COLLECTION**

Once the cake leaves our kitchen, the responsibility passes to the client and Razzmatazz Cakes is not liable for any damage in transit. Please be aware that a flat surface is required to retain the stability of the cake and should be secured where possible to remove the risk of movement in transit. We will provide comprehensive transportation instructions before your event and a disclaimer for you to sign upon collection.

### **INEDIBLE DECOR**

You assume all responsibility for making sure all non-edible cake décor, including but not limited to sugar flowers and hand-modelled figures, are removed from the cake before it is cut and served. We make our sugar flowers and hand-modelled figures from edible materials. Still, they are not intended for consumption as wires are added for strength and flexibility to achieve a more natural look. DO NOT EAT DECOR. Razzmatazz Cakes will present a document during cake collection outlining the inedible items to be removed before consumption.