



# Squidger & Watson Cakes

## Terms and Conditions

Full Terms and Conditions for Squidger & Watson Cakes are outlined below. Please take time to read through them as payment of your deposit will be deemed as confirmation that you have read, understood and accepted the Terms and Conditions applying to your order.

## PLACING AND AMENDING AN ORDER

It is your responsibility to check the details of the quote/order. Any amendments must be made in writing.

We will do our best to accommodate any requested amendments. However, this is not always possible due to the nature of the request or the amount of notice given. If we are able to accommodate the request, or if preparation has already begun for the original design, this may affect the cost quoted. Your remaining balance would be adjusted accordingly.

Please make it clear when ordering if you are undecided on the design.

We reserve the right to alter the design at any point if circumstances beyond our control may compromise the finish of the cake.

## DEPOSIT, PAYMENT AND CANCELLATION

Your quote is unique to the size and design of your cake and is non-negotiable.

Your quote is valid for 4 weeks for wedding cakes or 14 days for celebration cakes. A non-refundable deposit of 50% is required in order to secure your quote and chosen date.

If a deposit is not received within the stated period, we reserve the right to terminate any previous arrangements and release your chosen date.

Payment should be made to **Sarah Campbell Sort Code 089104 Acc Number 01103168**. Please use your name as reference and send an email to [sarah@swcakes.co.uk](mailto:sarah@swcakes.co.uk) confirming the transfer.

Unfortunately we are unable to accept cheques as a form of payment.

Final payment for your wedding cake is due 21 days before the collection/delivery. It is your responsibility to remember to issue this payment as a reminder is not provided.

Final payment for your celebration cake can be made no later than the day of collection. The payment can be made by cash or bank transfer. If a bank transfer is the preferred method of payment, the payment must be received in our bank account before the order will be released.

Any cancellations must be made in writing and will only be deemed to take effect from the date that it is received at our premises, upon which we will acknowledge in writing.

The deposit of 50% is non-refundable. If cancellation takes place within 21 days of the event then we reserve the right to seek 100% of the order value.

If you decide to postpone your event we will attempt to accommodate your selected date. If this is not possible, it will be treated as a cancellation and the cancellation terms will apply.

We retain the right to cancel the order in the event of circumstances beyond our control such as, fire, flood or illness. In these very rare circumstances the maximum amount that will be refunded is any funds previously paid to us.

## **DELIVERY / COLLECTION**

Delivery charges are calculated on a time and millage basis. Collections will be made from our premises (**Southend on Sea SS1 2UF**) unless otherwise agreed.

If you chose delivery, we intend to deliver your cake in perfect condition ahead of the required event. However, we cannot be held liable for factors beyond our control. Therefore, where possible, it is suggested that the cake be delivered the day before the event. In the unlikely event of a late delivery, the maximum compensation that will be awarded is cost of delivery.

It is your responsibility to inform us of the event time, venue address, postcode and any relevant contact information.

It is your responsibility to ensure that arrangements are made for suitable cake table, linen, stand and knife. This should all be set up prior to our arrival. Alternatively, please make arrangements for the event manager to assemble / move into position as appropriate. We reserve the right to charge for any delay incurred at £10 per 30 minutes.

We cannot be held liable for any damage to cake once it has been delivered to your venue. We will require a signature from a responsible person to confirm that they are happy that the cake has been delivered in good condition. Where a signature is not possible, photographs will be taken as evidence that the cake was set up and left in an immaculate condition.

If you choose to collect the cake, we will not be held liable for any damage to the cake once it has left our premises. For freshness, we recommend that you collect the cake the day before your event.

## **PORTION, CONSUMPTION & STORAGE**

Our suggested portions are as a guide only. These will vary depending on how the cake is cut.

Your cake is baked freshly for the date of your event using natural ingredients. No preservatives are added therefore, we cannot guarantee its quality if it is consumed more than 48 hours after the event.

We advise against refrigerating the cake as this will affect the freshness and appearance of the cake.

Freezing the cake for a short time will preserve the shelf life as much as possible after the event. However, please note that this will change the appearance of the icing due to condensation.

## **COMPLAINTS**

In the extremely unlikely event that you are not satisfied with your order, please make us aware of your concerns so that we have adequate time to rectify the issue ahead of your event.

All other concerns should be made in writing and evidence of the fault should be included.

Deposits or payments in full are non-refundable except at the discretion of Squidger & Watson Cakes.

No refunds will be given for change of mind.

In any circumstances, the maximum compensation awarded is limited any monies already paid.