

Terms & Conditions

TERMS AND CONDITIONS POLICIES

We reserve the right to modify or amend these conditions at any time and will update them on this page of the website. By ordering from Weddings by Sprinkles Cakery and paying your deposit to secure our services you are agreeing to these Terms and Conditions and are legally bound by them.

PAYMENT AND DEPOSIT

We require a £150 non-refundable, non-transferable booking fee to confirm an order and hold your wedding date. The remaining final payment is 12 weeks before the delivery date, at which point all changes must be confirmed in writing by email (changes to the previously agreed design may incur extra fees). Payment can be made earlier if you wish and you notify us. Failure to complete payment 12 weeks before the delivery date may result in your order being cancelled. By making a payment the client is accepting the Terms and Conditions as detailed on this page. We accept bank transfers, cash or card as forms of payment.

REFUNDS AND CANCELLATIONS

The booking fee is subject to a 14 day cooling off period from the date of booking during which you can cancel and will receive a full refund after 14 days the booking fee is non-refundable and non-transferable under any circumstances due to any loss of business arising from turning away other bookings for that date and any work that has already been completed on your order. Should you need to cancel your wedding, cancellations less than 12 weeks before the wedding date will be charged the full payment, cancellations made 6 months before your wedding may be subject to a cancellation charge, cancellations over 6 months in advance will lose the save the date booking fee. In the very unlikely event that we have to cancel your order for any reason, then we will give you as much notice as possible, discuss the matter with you and try to agree a suitable alternative. If you do not wish to accept our suggested alternative, then we will refund the full cost to you.

PRODUCT INFORMATION

All images are Weddings by Sprinkles Cakery's own work and photographs of cakes that we have previously produced. All our products are hand made and bespoke your cake may have variations from other design source images that you have sent to Weddings by Sprinkles Cakery. Any image provided as part of the description of similar goods is given for illustrative purposes only. Given the nature of the goods, minor variations of colour and design may apply.

TASTING BOXES

Wedding flavour samples are sent every 3 months to all couples that have booked in. These include a slice of upto 5 of our signature flavours, from this you can choose your favourites to be included in your wedding cake. The cost of this is £40 if you haven't already paid your save the date fee, £30 is deducted off the final cost of your wedding cake should you finalise your booking, Tasting boxes not included in any offer prices.

DESIGN MEETINGS

Design meetings are by appointment only and are only necessary for our bespoke iced cakes (not semi naked/naked cakes) An appointment for a design meeting must be agreed with Weddings by Sprinkles Cakery by email, appointments are confirmed with a booking fee - this comes off the final cost of your wedding cake. All appointments will be confirmed in writing by Weddings by Sprinkles Cakery. Your bespoke design wedding cake quote includes one design meeting and unlimited email correspondence, if you require another meeting this is charged at £10 per half hour.

PRICE QUOTATIONS

All written price quotations are held for 14 days from the date of quotation. To secure you must pay your full save the date deposit. If you decide later than 14 days that you'd like to book the design you have previously discussed you will need to first get in touch with Weddings by Sprinkles Cakery and check the quotation/date availability.

ALTERATIONS

If you have any queries or need to make any changes to an order please contact us immediately. Alterations and amendments must be submitted in writing by email. We will endeavour to make the alteration where possible dependant on the design and amount of notice given. We will let you know its effect on the price. Accepting any alterations is at the discretion of Weddings by Sprinkles Cakery. Alterations must be made prior to 12 weeks before your wedding date. It is the client's responsibility to check any quotes and invoices thoroughly before making payment. In an extremely rare situation, last minute design changes by us may need to be made and we reserve the right to make these decisions without prior arrangement if circumstances beyond our control compromise the quality of the finished product. e.g. weather conditions. We will endeavour to keep any changes minimal but the client will be notified of any major design change and this will never be done without the client's prior permission.

NON-EDIBLE INGREDIENTS AND DECORATIONS

Our cakes may contain non-edible ingredients or decorations, such as plastic or wooden dowels in tiered cakes or wires in some sugar flowers. These will be detailed on the Delivery Note and must be removed before serving or eating.

SOCIAL MEDIA

Weddings by Sprinkles Cakery regularly updates all social media platforms with our latest work, behind the scenes pictures, close up shots and pictures of your wedding cake after the day. All posts are done tastefully and positively. Unless you opt out, on ordering with Weddings by Sprinkles Cakery you agree that Weddings by Sprinkles Cakery can name you by first name terms on social media and blogging platforms and include your wedding venue and date.

ALLERGIES AND SPECIAL DIETARY REQUIREMENTS

Nuts - We do cater for nut allergies as our kitchen is completely nut free.

Non gluten-containing ingredient cakes - All our cakes can be made gluten free and are prepared separately to any gluten containing cakes.

Dairy - We will happily make any of our cakes dairy free by using Pure sunflower spread in replacement of butter. Due to new Data Protection Laws enforced in May 2018 if you are ordering any alternative dietary cakes for allergies you will be required to agree within your contract that Weddings by Sprinkles Cakery can hold that sensitive information on the order form.

Vegan - We do make Vegan cakes these are made on different premises to avoid any risk of cross contamination.

WEDDINGS BY SPRINKLES CAKERY CANNOT ACCEPT RESPONSIBILITY FOR ANY CROSS-CONTAMINATION FOLLOWING DELIVERY.

This may occur if my cakes come into direct contact with food products containing wheat/gluten, eggs, dairy; if they are handled with utensils or placed on surfaces previously used for food containing avoided ingredients without adequate cleaning.

DELIVERY

Please ensure that you provide us with the correct address and postcode for delivery/set-up. We cannot be held liable for any damages to the cake or products once we have delivered and set up the cake at the venue or delivery location and given the delivery information by hand to a member of staff to confirm the safe receipt of the goods. We charge a standard rate of £35 for delivery within a 10 mile radius of Weddings by Sprinkles Cakery, we also deliver all around Yorkshire and the North West and we are happy to quote a delivery cost to you chosen venue. We don't travel any more than an hour each way as a general rule as cakes don't really like to travel. We will always endeavour to deliver within the given time slot, however unfortunately delivery timings can not be guaranteed. Refunds will not be given for delayed deliveries. If in the unlikely event the delivery is delayed, we will always endeavour to deliver the cake to you as close as possible to the given delivery time. Whilst every effort is made to deliver your cake in perfect condition we cannot be liable for any faults that may occur on delivery due to un-kept roads, in the very rare and unfortunate case that anything was to happen we would make every effort to repair your cake to its original design.

COLLECTION

We don't offer a collection service on any of our wedding cakes. Favours - biscuits or cake pops can be collected a day or 2 before your wedding if you require this please arrange a time before hand.

AFTER DELIVERY

Cakes placed outside - in marquees or tipis, are liable to react to the temperature. In hot or humid weather there is the possibility of sugar decorations melting or damage to the cake. Please note, we do not provide cake tables, tablecloths or cutting knives. It is the responsibility of the client to provide these or check with the venue to ensure these items are provided. A shelf life and Best Before Date will be provided on the Delivery Note. This is advisory only. Please note, once cakes have been cut into the shelf life will be reduced, usually it will last 5-7 days after your wedding. You can freeze your wedding cake after the day for up to 6 months, to do this cut in to chunks and double wrap in cling film.

DAMAGES

In the unlikely event that your order arrives damaged, it is the customer's responsibility to report the damage to us within 24 hours and send photographic evidence of the damage within 7 working days if you wish to claim a refund or replacement. Weddings by Sprinkles Cakery will not take back any undamaged goods from the client unless agreed in writing by Weddings by Sprinkles Cakery. Weddings by Sprinkles Cakery accepts no liability for cakes that are damaged after they have been delivered to the agreed location. For cakes delivered to venues, Weddings by Sprinkles Cakery requires a signed delivery note to say that the cake has arrived in perfect condition. Favours collected from Weddings by Sprinkles Cakery require a signed delivery note by the person taking the cake to agree that they accept all responsibility for the items and that they left us in perfect condition. Damages after this point are not Weddings by Sprinkles Cakery's responsibility.

Weddings by Sprinkles Cakery wedding cakes are fragile and require care and attention when handling, storing, and displaying. Please pay careful attention to our storage and transportation (where relevant) instructions that will be provided with the cake.

COMPLAINTS

If you wish to make a complaint to us or let us know any concerns after receiving the cake, please do so in writing within 24 hours. Evidence of any faults, damages or discrepancies should be included. Any refunds will be given entirely at our discretion.

Sprinkles Cakery