



THESE TERMS AND CONDITIONS DO NOT IN ANY WAY AFFECT YOUR STATUTORY RIGHTS AS A CONSUMER.

Please take a few minutes to read through the terms and conditions as this forms the basis of the contract. Further information can be provided on request.

DEPOSIT & PAYMENT POLICY

When placing an order for wedding cakes and celebration cakes, I require a 50% nonrefundable and non-transferable retainer fee to secure the date you require and is also to cover the necessary time given to your order prior to your event day or - this may include some of the following: administration, preparation, purchasing item, emails, phone calls, consultations, etc. Final payment for wedding cakes is due no later than two weeks before the wedding date. If the final payment is not received a reminder may be sent, if no further payment is made, I will consider the order cancelled and the deposit lost. For celebrations cakes final payment will be due before the delivery / collection date, unless otherwise agreed. Deposits and full payment can be made via bank transfer or cash.

FOOD ALLERGY DISCLAIMER

Lily Custom Cake is NOT an allergy-free kitchen. I cannot guarantee that our products are free from ingredients that may affect those with food allergies. At Lily Custom Cake I recognize the seriousness of food allergies and I recommend that you contact me before you place an order to inform me of any food allergies that you or your party may have, I reserve the right to decline any orders for clients with serious food allergies. Lily Custom Cake will not assume any liability for adverse reactions to my products. The following ingredients are used in our kitchen:

- Milk and other dairy products
- Eggs
- Wheat and gluten

DELIVERY POLICY

Delivery of wedding cakes is charged at per mile, based on a return journey. I do not deliver celebration cakes unless otherwise agreed.

TRAVELLING WITH THE CAKE

Firstly, always hold the cake from the bottom of the box, NOT the sides. DO NOT place the cake on a seat in the car, seats are slanted and can damage the cake. The cake should be placed either in the cargo area or the foot well of the car. Extra care should be taken when driving as some elements may be delicate. Lily Custom Cake cannot take any responsibility for damage to cakes when collected and transported by their customers. STORAGE All cakes should be placed on a flat surface and stored at room temperature in the box provided. They should be kept out of direct sunlight. Freezing or refrigerating cakes is not recommended.

CHANGES TO YOUR ORDER

Lily Custom Cake aims to meet your requirements and understands that sometimes situations occur which can result in you wanting to change your order. Please contact me as early as possible to ensure any changes can be taken, generally 4 weeks' notice is required for any changes and any changes may be subject to changes in cost depending on the design details. Please note a reduction in costs is only allowed up to a maximum of 10%.

CAKE STANDS / RENT

Please note all rented items must be returned to me directly to me within 7 days of the wedding, please do not leave any items at the venue unless otherwise agreed with me. Failure to return a cake stand within 7 days or in cases of loss or damage I reserve the right to keep your deposit.

VENUE and ENVIRONMENT

I cannot accept responsibility for any melting of the cake once it has left my possession, as I have no control over the environment / venue temperature. I can however advise you of designs that are less susceptible to melting and do everything within my control to reduce the impact on the cake.

NON-EDIBLE ITEMS

Most cakes contain small proportions of inedible items; it is the client's responsibility to ensure these are removed by your caterer/guests before consumption e.g. Support dowels in tiered cakes, ribbon, wires in sugar flowers, Swarovski crystals, flower picks & flower tape etc.

COLOURS AND DESIGN

You may wish to supply me with sample colors (i.e. ribbon / material). Whilst an exact match cannot be guaranteed I will endeavor to meet your requirement as far as possible. This also applies to food colorings and icings. I can only create your finished order from what we interpret from the wording of your order; therefore, it is vital you check everything is correct.

OUR PRODUCTS

Products made by Lily Custom Cake are made by hand and accordingly there will be minor variations in appearance. All photos, illustrations and descriptions displayed on our page are for guidance purposes only.

PHOTOGRAPHY

On occasion I will photograph my cakes and I reserve the right to use any photographs for display or promotion without consulting you.

CANCELLATION POLICY

Cancellation by the customer: If the order is cancelled, your deposit is nonrefundable and non-transferable, payment is required for any and all expenses already incurred on behalf of the finished product. However, in exceptional circumstances out of your control such as a pandemic where you are forced to postpone or cancel then I try to be as flexible as possible. For weddings if you cancel within 6 months of the date 100% of the deposit will be refunded, cancellation within 3 months of the date 100% of the retainer payment will be invoiced. This is to cover monies lost as Lily Custom Cake will have turned away other business for your order, it is very unlikely I could re-fill the date at such short notice. If you cancel your wedding cake within 2 weeks of your event, full payment will be retained. For celebration cakes if you cancel your order event 100% of the deposit will be invoiced.