



Frangipani Cake Creations Wedding Cake Terms & Conditions

DEFINITIONS

The “Seller” is defined as the legal entity Frangipani Cake Creations. The “Buyer” means the person who buys the goods. “Goods” is defined as the items to be supplied by the Seller to the Buyer as listed on the invoice.

GENERAL

These Terms and conditions shall apply to the sale of the Goods by the Seller to the Buyer to the exclusion of all other terms and conditions referred except where the Seller has agreed to such variation in writing and by way of signature. By ordering from Frangipani Cake Creations you agree to be legally bound by these Terms and Conditions.

PAYMENT AND DEPOSIT

We require a 20% non-refundable deposit to confirm an order and hold the date. The remaining balance is due 4 weeks before the delivery date, at which point all changes must be confirmed (changes to the previously agreed design may incur extra fees). Orders placed less than 4 weeks in advance of the delivery date must be paid in full. The final balance specified on the invoice must be paid by the Buyer 4 weeks before the delivery date. Payment can be made earlier if you wish. Failure to complete payment 4 weeks before the delivery date may result in your order being cancelled. By making a payment the Buyer is accepting the Terms and Conditions as detailed on this page.

REFUNDS AND CANCELLATIONS

Deposits are non-refundable under any circumstances due to any loss of business arising from turning away other bookings on that date. Full payments made less than 4 week’s in advance of the delivery date are non-refundable. We cannot refund the cost of any orders cancelled with less than 4 week’s notice. In some circumstances it may be possible to transfer your booking to a different date – this is subject to availability, and may incur additional charges depending on the time difference between your previous and requested new date. Orders paid in full and cancelled with more than 4 week’s notice will receive a partial refund of 50% of the total amount paid. 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, and 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 price to you.

PRODUCT INFORMATION

The images on the website are examples of our cakes. All our products are hand-made and your cake may have variations from the website image.

Where samples of the Goods are shown or provided to the Buyer, the Buyer hereby accepts that they consider such samples to be representative of the Goods. Any description applied to the Goods is only given by way of identification and does not constitute a sale by description. 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.

PRICE QUOTATIONS

All price quotations, written or verbal, are valid for 30 days from the date of quotation.

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. We will assess the request for an alteration, and endeavour to make alteration where possible dependant on the design and amount of notice given. We will let you know its effect on the price and any agreed timetable. Accepting any alterations is at the discretion of the Seller. Alterations requested less than 4 weeks before completion may be subject to a surcharge. It is the Buyer's responsibility to check any quotes and invoices thoroughly before making payment. We reserve the right to change the design at any point if circumstances beyond our control compromise the quality of the finished product. e.g. weather conditions. The Buyer will be notified of any such changes and we will endeavour to keep any changes minimal.

CAKE STAND HIRE

We offer cake stand hire. A security deposit is required in advance. We have a selection of stands and will provide the stand best suited to the cake. The deposit will not be refunded in the event that the stand/s is/are damaged. We are not liable for any damages that occur to the cake stand before we receive it back. Once the stand is collected and we are satisfied that it is not damaged we will issue a refund to the Buyer.

ALLERGIES AND SPECIAL DIETARY REQUIREMENTS

Please discuss any allergies or special dietary requirements with us before making payment. A full list of ingredients and allergens will be provided on the Delivery Note. We offer various dietary options, however, our products are not suitable for those with allergies to traces as our kitchen handles wheat and nuts.

DELIVERY AND COLLECTION

We cannot be held liable for any damages to the cake or products we have delivered once we have delivered or delivered and set up the cake at the venue or delivery location. If the cake or products are collected from us, we cannot be held liable for any damages to the cake or products once they have left our premises. The collection vehicle should have a flat surface and be clean and tidy. This is the responsibility of the Buyer. The cake or products can be very fragile so we advise to drive very slowly and carefully and purchase non-slip matting. 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.

AFTER DELIVERY

Goods placed outside or in direct sunlight are liable to react to the temperature. In hot or humid weather there is the possibility of sugar decorations melting or damage to Goods. Please note, we do not provide cake tables, tablecloths or cutting knives. It is the responsibility of the Buyer 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.

NON-EDIBLE INGREDIENTS AND DECORATIONS

Our Goods may contain non-edible ingredients or decorations, such as plastic 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.

COMPLAINTS

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