

Terms & Conditions

All Cakes and Bakes made by PrimaBella Cakes are subject to the following terms and conditions

Ingredients

As standard, all Cakes and Bakes are suitable for Vegetarians, however please do check with us upon booking as this may affect certain flavours available.

All our ingredients are of the highest quality, and all recipes used are our own.

All fruit cakes contain **nuts, or traces of nuts or nut oil**.

Sponge, flavoured and chocolate cakes, are made to be eaten on the day of the celebration. The cakes are made in premises in which **nuts** are used. Where every effort is taken to keep ingredients separate, cakes may contain traces of nuts or nut oil.

Egg Free and Vegan Cakes are available upon request

Storage

Sugar paste (the soft icing covering the cake) is not designed to be refrigerated and as such cakes with this icing should be stored in a cool dry place, preferably in the box they were supplied in, refrigeration may cause colours to run.

Orders

Any cake ordered from a picture or photo of a cake produced by any other cake maker, can only be reproduced by PrimaBella Cakes as our interpretation of that cake and will not be an exact reproduction of the cake in the picture or photo.

Payments

We require a £35 deposit payment upon order of all cakes, which is deducted from the final balance payable. Deposits are non-refundable. Final balance will be due 20 days from the date of order unless discussed otherwise with management (applies to large and corporate orders).

Cancellation

Deposits are non-refundable and non-transferable.

Cancellations made less than 4 weeks (1 month) prior to the delivery date, will result in a full charge.

Cancellations made more than 4 weeks (2-3 months) prior to the delivery date will result in a 50% charge.

Any cancellations made outside of this time, will be charged as the deposit fee.

Disputes

Any refund given for disputes regarding a cake design or production of a design are completely at the discretion of PrimaBella Cakes and are not automatic. Full refunds will never be given for any cake which has been consumed regardless of dispute, as consumption of the cake is viewed as your acceptance that the cake is adequate for the purpose for which it has been supplied. We do not accept any responsibility for loss or damage to the cake or items with the cake such as knives, decorations and stands, once the cake has been delivered or collected, or for loss, damage or non-delivery under unavoidable or exceptional circumstances. This in no way affects your statutory rights.

Delivery

Any arrangements for delivery may be subject to change, however prior notice will be given where possible.

Cakes are to be collected from our premises at a prearranged time and date only.

Delivery is currently available within Kent and surrounding SE Areas at an additional charge.

Publication

We reserve the right to use any images of our cakes made by PrimaBella Cakes for publication at a later date.