

Sweet Grace Anna's Order Agreement

- A non-refundable reservation fee is due upon order which will equal to 50% of the total. Once the order has been fulfilled, the reservation fee will be applied against the balance due. If the order is canceled, the reservation fee is retained .
- If you are canceling an order due to a medical emergency before the baking process begins, the reservation fee may be used as a credit towards a future order or you can postpone for another date, given we are available on the new date. If the custom order has been started, we are unfortunately unable to credit any monies and the product is considered to be purchased.
- Final payments on large or delivered orders like wedding cakes, for example, are non-refundable and due one week before the delivery date.
- Delivery times are mutually agreed upon. We ask for a 4-hour window of time to get your cake delivered and set up. We arrange our schedule ahead of time, so last-minute changes in delivery may not be possible, though we will do our best to accommodate. Please make sure that someone will be available to let us into the venue during the delivery times.. If we cannot enter the venue we will make every attempt to contact you. If we have other cakes to deliver, we will have to come back at a later time if local
- Design agreement: Artistic Details will be arranged on a worksheet at the time the order is placed. We will do our best to execute the design to your specifications. Please be sure to provide us with the tools necessary to create your design: swatches, pictures, ribbons, etc. We may at times make small deviations from the original design once the cake is executed, based on the artist's discretion. (i.e. the message may go on the side vs. the board).
- If you are unhappy with any element of your design upon pickup, please do not hesitate to mention it while you are in the store, so that we may make the necessary changes at that time. Once you leave with the cake, it is too late for us to make changes. Please make sure that the messages, colors and spellings are correct before you leave. If someone else is picking up the cake for you, please request a digital photo for your approval. Leaving with a cake denotes acceptance of the product and no changes will be made afterwards.
- We do not match pictures of cakes made by other cake decorators. If you send us a picture of what you like, it is just for inspiration. We may not have the same tools, methods, colors or products to make carbon copies of cakes found online or elsewhere, but we will be more than happy to create our take on the design with our own methods, products and artistic sense.
- Any items such as toppers or flowers that Sweet Grace Anna's does not provide are to be left on the cake table if we are delivering. As a courtesy, we will place the items on your cake, but if they fall off, we assume no responsibility for damages to either the cake or the item. If we cannot find the said item, we do not assume responsibility for its absence on the cake. If you are picking up, you may drop off the items in advance.
- Small Changes to an order may or may not be accommodated. Though we will try to accommodate our customers, we may not always be able to change the order if we have already purchased ingredients, baked, or have completed artwork for your cake.
- If you are adding on to the order, please give us 2 weeks notice.
- If you want to considerably reduce a large order for which we have reserved a lot of time on our schedule, we would unfortunately have to cancel that order at the loss of your reservation fee. Instead we would write up a completely new order for the lesser amount. The best way to avoid this uncomfortable situation is by making sure that you are ordering the correct amount of product in the first place. We advise ordering less, and adding on product 2 weeks in advance if it is needed once you get your guest count. (50% of your guest list is recommended if you have a cookie table.)

- If your cake is damaged in some way due to rare unfortunate circumstances that happen to the cake under our care (i.e. fire, storm, accident, act of God, etc), we will attempt to make repairs. If we are unable to do so, we will refund your money. If we become physically unable to complete your order due to sickness or circumstances, you will receive a full refund.
- We will secure your cake for travel to the best of our ability, but once the cake leaves our care, we are not responsible for the cake's condition. Examples of this would include careless or bumpy driving, excessive heat, outdoor placement, exposure to direct sunlight, wobbly and/ or uneven tables, lack of proper refrigeration or unfortunate accidents at your party. Please refer to our guidelines for proper handling.
- Proper Handling: Cakes are best transported cold, but best eaten at room temperature. Please keep your cakes refrigerated until about 2 hours before your party. Custard or whipped cream-based cakes like Cassatta or Boston cream should stay in fridge until served.
- Placing a cake outdoors in hot weather is a sure way to compromise it. We cannot guarantee a cake's stability in temperatures over 74° F. If you must place it outdoors, please make sure it is not in direct sunlight. A sunny window could have a similar effect. If it must go outdoors in warm weather, we suggest keeping it refrigerated until the last moment before the event starts.
- While driving with a cake, please be sure to drive very cautiously. Come to a slow rolling stop, go easy while turning, and avoid bumpy roads. Place your cake on a flat, non-sliding surface. We cannot guarantee that a cake will not be compromised during transit, but we will make every effort to help you secure the cake for travel.
- Our cakes may be secured with wooden dowel rods, skewers, wire, toothpicks and other instruments to keep it structurally sound. Please be sure to remove these items before serving. Certain designs do utilize such items, and we caution you greatly to not smash anyone into the cake as serious injury may result. We cannot be responsible for injury as result of a structural item used to create the cake design you requested.
- All cakes at our shop are processed in a kitchen where allergens such as wheat, nuts, peanuts, eggs, soy, dairy and others are used in baking. We offer certain diet friendly products, but we cannot guarantee that cross contamination will not occur. If ordering a diet friendly cake, please keep this in mind as we are not responsible for allergic reactions to our products.
- Custom sugar toppers may be saved. Place on a flat surface and let air-dry for a few weeks. Once thoroughly dried and hard, you can put a coat of polyurethane on it. Keep it out of humidity.

Customer Signature _____ Date _____