



Terms and Conditions

Please read the following terms carefully before placing your order. By submitting your order and paying your deposit, you agree to be bound by these terms conditions. Thank you

1. Order Process and Securing Your Date

- **Quote and Consultation:** The quote provided is valid for 7 days. A booking is not secured until a non - refundable deposit has been paid and a confirmation email has been sent by us.
- **Securing Your Date:** Your event date is reserved only upon our receipt and the required non-refundable deposit. Dates are available on a first-come, first served basis.

2. Payments Structure: Payment are structured as follows:

- **Non-Refundable payment of £20.00** is required for all cake order in order to secure your booking. A 50% non-refundable deposit payment is required for cakes costing more than £60.00. This deposit is non-refundable as it reserves the time, we have set aside for you and turns away other potential orders for that date.
- **Final Balance:** The remaining 50% final balance is due no later than 4 days before your scheduled pickup/delivery date.
- **Last Minute Orders:** For orders placed with less than 7 days' notice, Full payment is required at the time of booking.

3. Accepted Payment Methods: We accept the following payment methods

- **Bank Transfer**
- **Cash**
- **PayPal**

4. Cake Design: The cake will be prepared in an accordance with the customer's pre agreed requirements set out in the order confirmation. The customer is in charge of making sure that every detail in the order confirmation is accurate and meets all requirements. Although Shortcake Bakery cannot promise an exact duplicate of any cake, we will try our best to use

the photographs that served as inspiration and create a cake that is as near to the original as possible. It is not possible to guarantee exact colour matches. If you would like to change any details of the cake, please contact Shortcake Bakery with your requirements at least 4 days before the delivery or pick up date.

5. Non-Edible Decorations: Before the cake is cut and served, any edible decorations that may have been used on it, such as toppers, wrappers, cocktail sticks, interior supports, etc. must be taken off.

6. Cancellation Policy: We understand that plans change. A cancellation fee will be 50% charged if you decide to cancel your order within 72 hours of agreed due date. This is to cover costs, expenses and time during the preparations phase of your cake

7. Late Payments

- If the final balance is not received by the due date (7 days prior to the event), we reserve the right to treat the order as cancelled. The deposit will be forfeited, and the cake will not be produced.

8. Refunds

- Deposits are non-refundable
- Refunds are not provided for completed cakes that have been collected by the customer

9. Liability and Collection

- **Pick-up:** Once the cake leaves our premises, the customer assumes full responsibility for the cake. We are not liable for any damage that occurs during transport, setup, or at the event venue. We will provide verbal instructions for safe transport
- **Delivery: Free delivery** is offered within 5 miles. The delivery time and date will agree in advance. For delivered cakes, we will set up the cake in a pre-agreed, suitable location. We are not responsible for the condition of the cake after setup, especially in extreme weather conditions (heat, sun, wind). If the delivery is more than 5 miles, a delivery fee will be calculated. Please schedule 1 hour window in advance if you decided you want to pick up.

10. Advertising: Rachel Amos has the right to use photo images and video of all cakes made to order. Rachel's photos and video may be used on the Shortcake Bakery social media accounts

11. Transportation: Please be aware that transporting your cake on your own is completely at your own risk. The cake must be maintained level in a boot or footwell and should be held underneath rather than around the sides to prevent damage to the decoration. The vehicle should be air-conditioned or cool