

Make Me Cake Order Agreement - These guidelines are here to protect you as my valued customer.

Orders

For celebration orders please allow 14 days notice, shorter timescales will be accommodated where possible but your choices of design may become limited.

Please allow a minimum of 12 weeks for any wedding cake, shorter timescales will be accommodated where possible but your choices of design may become limited.

Order alterations that are made with less than 7 working days to the due date will be accommodated where possible.

No alterations can be made with-in 5 working days to the delivery date.

If any product decoration choice is left un-chosen on your order then we reserve the right to use our own discretion.

A cutting guide will be provided for any cake over 11" in size, as the portions advise are based on a size of 1"x2"x2" fingers this will not be achieved if the cake is cut differently, no responsibility will be accepted for the cutting of the cake.

Payment

A minimum deposit for all celebrations cakes of £20 is due at the point of order and this and any further deposits are non-refundable in the event of cancellation.

The balance of the order is due not less than 3 days prior to collection / delivery for all celebration cakes and not less than 7 days prior to collection / delivery for all wedding cakes.

Payment delays may result in delivery deadlines being extended.

Complaints

Corrections and repairs to cakes, including inscription mistakes, can be corrected on the same day in most cases. You are required to give us this opportunity and must let us know of the problem within one hour of accepting your cake.

The maximum refund we offer is the value of the cake and delivery. Further compensation is not available.

Cake Storage and Shelf Life

All cakes should be stored in a cool dark place on a flat sturdy surface, in the box provided until required for display and to be eaten.

Do NOT store cakes in direct sunlight especially if they have images or logos.

Never put cakes in the fridge other than fresh dairy cream cakes.

Sponge, Chocolate and Carrot cake will keep for one week after delivery if uncut, but will be at their best for 2-3 days after delivery as they do not contain any preservatives.

Fruitcakes last perfectly well for months not years.

Although most of the cakes do not contain nuts, cakes containing nuts are prepared in the same area and I can therefore not guarantee that your cake is free from all nut traces.

While we try and ensure that all prices on our website are accurate, errors may occur. If we discover an error in the price of goods you have ordered we will inform you as soon as possible and give you the option of reconfirming your order at the correct price or cancelling it. If we are unable to contact you we will treat the order as cancelled. In this instance if you cancel and you have already paid for the goods, you will receive a full refund.

In adherence with the data protection act Make Me Cake will not pass on your personal or credit or debit card details to any third party except where an additional security check may be deemed necessary. We may retain your personal details only for any future marketing and analysis of Make Me Cake.