

SO Delicious Cakes



TERM's and CONDITION's

All sales made by SO Delicious Cakes are subject to the following terms and conditions.

Please be aware that by paying a deposit, you are agreeing to the terms and conditions.

DEPOSITS

- A deposit of £20 is used to secure a cake booking. For cakes above £100, a £50 deposit is required, and celebration or wedding cakes above £250, a £100 deposit is required- for wedding cakes, the final payment is required one month before your date.
- When paying the deposit/full amount, SO Delicious Cakes assumes you have read and accepted the Terms and Conditions.

DESIGN

- All designs may vary from pictures on my website. No two cakes will be the same.
- Inspiration pics sent to me are just for ideas and I will never promise to copy other makers cakes. Please also note, that images of cakes from online are edited and therefore, an exact colour match may not be possible.

DELIVERY/COLLECTION

- SO Delicious Cakes will deliver your wedding cake for an additional fee that will be agreed when placing an order. For celebration cakes, this will be at our discretion and dependent on time and date.
- We will liaise with your venue manager/caterer to agree a time to set up and deliver the cake.
- Although we try our best to deliver within the agreed time slot, SO Delicious Cakes cannot be held liable if traffic, road closures or weather conditions are out of our control and will affect delivery time.
- When arranging to collect your cake, we will agree a time slot. Failure to arrive within set time slot, may result in your cake not being collected on time. Please call us if you know you are going to be late.
- If your cake requires fresh flowers, please collect on day of consuming to avoid flowers wilting.
- Please note, buttercream and ganache are susceptible to the weather, cake handling advice needs to be followed



TRANSPORTATION AND DAMAGES

- SO Delicious Cakes accepts no liability for cakes that have been damaged after they have been delivered to the agreed location.
- Cakes collected from SO Delicious (either at home, or an agreed location) are to be checked by the customer on collection. Cake care advice will be given verbally, or in print for larger cakes. SO Delicious Cakes accepts no responsibility for any damages after cakes have been collected.
- Please take care when displaying your cake- please avoid direct sunlight, never leave your cake in a hot car. In peak summer months, cakes should be kept in the fridge until an hour before you plan on serving.
- Cake care advice is all on the website

ALLERGIES AND DIETARY REQUIREMENTS

- All cakes are made in a kitchen where nuts, wheat (gluten), dairy, eggs, soya and other allergens are used. Whilst I do everything I can to avoid cross contamination, I cannot guarantee this. Therefore, if you have severe allergies, I do not recommend using my services.
- It is the customer's responsibility to make SO Delicious Cakes aware of any dietary requirements when placing an order
- It is the customer's responsibility to ensure anyone who is consuming the cake is aware of the allergens contained. These will be clearly labelled on the cake box and on our website.

SHELF LIFE

- We recommend that our cakes should be eaten within 4 days of the event to be enjoyed at their best. The cake should be wrapped in cling film and stored in an air-tight container. Our cakes can be frozen, but for no longer than 1 month.
- Cupcakes have a short shelf life and will go stale if put in the fridge. Please consume on day of delivery.

NON-EDIBLE ITEMS

- Some of our cakes contain non-edible items such as dowels, cake boards, cocktail sticks, straws, flowers, flower tape and ribbon. It is your responsibility to remove these items before serving your cake.

CANCELLATIONS/REFUNDS

- Deposits are non-refundable in the event of a cancellation. If you wish to move a date, we will try and accommodate this, but it cannot always be guaranteed.
- Whilst complaints are extremely rare, any disputes must be communicated within 24 hours of the date*, SO Delicious Cakes will inspect and investigate thoroughly. The final decision will be made by SO Delicious Cakes.
- By raising a dispute, both parties agree to amicably resolve any problems without discussing on social media or any platforms which could put the other party in bad light.
- Mistakes are rare, but we are human! Please allow us to rectify any errors or make repairs within a reasonable time, should we agree.

*Please note, we will only deal with the customer who placed the order with us originally.