

The terms stated below forms the basis of the contract between Prettyummy Cakes Limited and our customer for the sales of Cakes and sweet treats.

All orders are accepted on the basis that the customer agrees with the terms and conditions stated below.

DEPOSIT:

To secure your date and book your cake, you will need to pay an initial 50% deposit. This is non-refundable, the remaining balance must be paid in full one week before delivery/collection date.

Quotes provided are valid for 7days from the day of issue.

All payments should be made to Prettyummy Cakes by bank transfer or via Square invoices, please let us know your preferred option at the time of booking your order.

For Wedding cakes, 50% of the cost must be paid at booking and all outstanding balance must be paid one calendar month before the specified date.

Failure to complete payment at the agreed time may result in your order being cancelled or not completed.

CAKE DESIGN PROCESS:

Our designs are organic and individually crafted whilst paying attention to your Wishlist, we will not copy cakes from other cake designers but will be happy to use images you send for inspiration in creating a final design. Please note that there will be slight differences when replicating any of our existing designs.

Should we need to use non-edible items on your cake, we will make you aware of this when you receive your cake.

REFUNDS AND CANCELLATIONS:

In the unfortunate event that you must cancel your order, you must give at least two weeks' notice as some work may have already been started

i.e., decorations/sugar flowers. Booking fees will not be refundable for any reason but we are happy not accommodate your order later (subject to date availability)

Cancellations made under two weeks of collection/delivery date will result in any monies paid not being refunded due to most items being purchased before that time.

STORAGE:

All cakes / cupcakes should be placed on a flat surface and stored at room temperature in the box provided. They should be kept out of direct sunlight. Refrigerating our cakes or cupcakes is not recommended, they can however be frozen to enjoy later, please bring to room temperature before consuming. Please note cupcakes should be consumed within 3 days and cakes within 7 days (you'll hardly have any left)

In exceptionally warm weather, it is advisable to use a fan to keep your cakes cool. Prettyummy Cakes will not accept any liability after collection/delivery for any damage that occurs because of improper storage.

COLLECTION/DELIVERY:

Please be sure to schedule your pickup/delivery time Promptly, all deliveries need to be pre-arranged as they will be delivered by a third-party company. Delivery cost is calculated per mile.

Collections are free from our bakery in south east London, should you be running late, please contact us as soon as possible.

You assume all liability and responsibility for the condition of the cake Once it has left our possession.

Prettyummy Cakes will not be liable for damage due to client handling once the product has been picked up or delivered.

Your cake must stay flat in your vehicle and should be transported with minimal disturbance. No liability is accepted by Prettyummy Cakes should the cake be damaged in transit.

Our treat boxes are dispatched only via DHL parcels next day service to ensure freshness. Please leave 1-2 days for delivery. Boxes are

dispatched every Wednesday, should you need a special delivery, please contact the bakery to arrange this.

All wedding cakes, without exception will be delivered to the agreed venue, set up and left, with a photograph sent to the customer at the point of leaving it there. Where possible Prettyummy Cakes will gain the signature of a responsible person to verify it has been left in perfect condition.

ALLERGIES:

Prettyummy Cakes is not a nut-free bakery. Customers should please notify us of any other dietary restrictions prior to placing an order.

Our cakes are made in an environment where **NUTS, MILK, EGGS, WHEAT, SOYA, GLUTEN, LUPIN, SEASAME SEEDS & SULPHUR DIOXIDE** and other allergens, may be present.

We take no responsibility for allergies or complications due to consuming our products. You agree to notify your guests of this risk, food allergy information is available on request.