



Terms & Conditions of Sale

The conditions set out here constitute my terms of sale. Please contact me for clarity on any matter which is not clear or you do not understand and note that nothing contained here affects your statutory rights as a consumer.

Timescales

I will endeavour to do everything I can to accommodate your order however I work to a maximum number of cakes and bakes per week and will not compromise quality through greed.

Generally 3 months' notice for wedding cakes, 3 weeks for celebration cakes and 3-5 days for brownies is sufficient, with less notice required during the winter months.

Customer Satisfaction Guarantee

Should you be unhappy with the cake I will do everything I can to rectify the matter before the event. If you are still unsatisfied then I will refund the price of cake in return for the product.

If there is a design problem the cake is to be photographed and e-mailed within 48 hours of the cake being collected or delivered. Situations where the cake is eaten, and therefore not returned, vouchers may be offered.

If you have a complaint about the taste of the cake then a sample is to be provided within 24 hours.

Check your order

Whilst I take every measure possible to check orders it is also the responsibility of the customer to make sure the details on the order form are accurate. Whilst I will do everything I can to rectify the situation when an error is made i.e. wrong date, the responsibility lies with the customer to check the details.

Deposits and Payments

Once the order is placed the deposit (£100 for wedding, £40 for novelty cakes, payment in full for brownies) is non-transferable and non-refundable.

The order is confirmed on receipt of the deposit (or payment for brownies) and no guarantees can be given on availability until paid.

Balances for wedding cakes are due 28 days before the wedding and for novelty cakes 14 days before the event.

Cancelled orders with less than 60 days' notice for wedding cakes, 21 days notice for celebration cakes are payable in full.

Delivery

When a cake is to be delivered it remains the responsibility of Inclusively Cake while in transit. Where any damage occurs then it is the sole responsibility of Inclusively Cake to make good any damage. If this is not possible, for whatever reason, then a full refund will be given.

For Brownie Boxes, every effort will be made to ensure your order arrives in a timely fashion and undamaged. However, delivery for a specific date cannot be guaranteed, even when using Next Day delivery services and is subject to the terms and conditions of the carrier. Likewise, damage sustained during the delivery process is outside of my control. Please notify me within 24 hours with photographs if your box arrives in poor condition.

Collection

Once the cake leaves my premises then responsibility passes to the customer and Inclusively Cake is not liable for any damage in transit. Please be aware that a flat surface is required to retain the stability of the cake and should be secured where possible to remove the risk of movement in transit.

If you are unsure, ask me.

Best Before Dates

When preparing some cakes, especially larger ones, the cakes need to be in prep for two sometimes three days before the event. Whilst I do everything to ensure that the cake is as fresh as possible for the event the best before dates are usually within two days of the event.

To assist in prolonging the shelf life, cakes are best placed in a sealed container (this will damage a sugarpaste finish) in the fridge. I do not accept liability for consumption from two days following the event.

Brownies will keep in the fridge for up to 5 days once opened.

Non-Edible Decorations

During the design process the customer will be informed of any non-edible decoration that will be used to construct the cake. The customer must relay this information to the venue / hosts.

Allergens

I have up-to-date Level 2 Food Hygiene Certification and Allergy Awareness Training certification and follow FSA guidelines to ensure my cakes and brownies are safe for consumption. I adopt a strict hygiene routine in order to avoid cross-contamination of allergens. However, due to handling all of the 14 listed allergens on my domestic premises I cannot guarantee that the final product is free from allergens. Full details of allergens will be

provided with your cake. Information on allergens for Brownie Boxes can be found on the website at www.inclusivelycake.co.uk/allergens. If you need further information please get in touch and I will be more than happy to help.

Copyright

The customer does not have any claim on the design. I reserve the right to use images of any design for promotional purposes following the event.

Rachel Bishop is the owner of Inclusively Cake, 21 Senga Road, Wallington SM6 7BG.