

Terms and Conditions

All sales made by Cake Infusion are subject to the following terms and conditions.

Nothing contained within these terms and conditions affects your statutory rights as a consumer. Please read the following terms and conditions and if there is anything, which you do not understand, then feel free to contact Cake Infusion.

Consultations

The consultation is for wedding cakes only; my time is free of charge to customers who complete an order with Cake Infusion. However a fee of £10.00 is required for the cake tasting to cover cake costs. This will be refunded in the balance owing when an order is placed.

Prices

The price for your cake order shall be as stated on your order form. You agree to pay the full price in accordance with the order form after the details are checked and agreed by you.

Deposits

All wedding cake orders require a non-refundable deposit of £100.

All other cake orders require a non-refundable deposit of 25% but not less than £25.00.

Please note that all deposits are non refundable and non transferable.

All deposits become due when the order has been placed and details checked and agreed by you. Orders will only be accepted when the deposit has been paid.

Payments

Payment may be made by: Cash or bankers order only.

Final Payments

Final payment for all wedding cake orders must be made 28 days prior to delivery/ collection/ setup or as stated on your order form. Celebration cakes final payment will be on collection.

Non – Payments

In the event that any payment is subsequently declined, the order will not be completed or released until alternative funding arrangements have been agreed and payment is made in full. Subsequent completion of the order will be subject to availability and cannot be guaranteed.

Cake Infusion accepts no responsibility for any loss howsoever caused or for non-delivery under these circumstances. The customer will be responsible for the payment of any additional charges, which have been incurred as a result of payment failure.

Alterations to orders

Your cake is very important to Cake Infusion. Please take the time to check your copy of the order form carefully and let Cake Infusion know within 3 days if changes are needed. It is your responsibility to advise Cake Infusion of any alterations to the original order. Cake Infusion reserves the right to increase a quoted fee in the event that the customer requests a variation to the work agreed. Whilst every effort will be made to assist customers, please note that late changes cannot always be guaranteed.

Cake Component Parts

From time to time certain materials for celebration cakes and wedding cakes may become obsolete or no longer be available from our suppliers, for example, pre manufactured items or ribbon colours. This is totally out of our control, however Cake Infusion will endeavour to redesign a cake to reflect as closely as possible the original design using replacement products. In all cases Cake Infusion will try to contact you to advise you of any such changes, however the company reserves the right to replace these with components of equal or better quality without consultation.

Collection

Your order may be collected at a prearranged time. If you wish to collect outside of these times please contact Cake Infusion and I will do my best to help.

A signature is requested upon collection confirming that you have received your order in good condition and as specified.

Delivery

Cake Infusion offer a delivery service. All delivery times are subject to availability. If you have a specific delivery date and require delivery

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before a given time, please specify this when placing your order. We will do our best to accommodate your requirements.

Delivery will be free of charge within Milford Haven. A charge of £0.65p per mile will be charged outside this area subject to a minimum charge of £10.00. If the delivery is to be made in the south of Pembrokeshire then the Cleddau Bridge toll fee will be charged to the customer.

It is the customer's responsibility to ensure that you have given us correct delivery information and someone is available to receive your cake. A signature will be required for the receipt of the order upon delivery.

If the recipient is unavailable, the order will be returned to Cake Infusion who will arrange an alternative delivery time for which an additional charge will be payable by the customer. Cake Infusion accepts no responsibility for any loss or consequential loss incurred by the customer as a result e.g. a wedding without a wedding cake.

Setting Up

Should you require your cake to be set up, Cake Infusion will set up your cake as agreed and will want to ensure that it is displayed at its best. There will be a fee of £10.00 per hour for this service. It is your responsibility to ensure that you have provided the company with the setup details and arrangements made with the venue for the location and display of your cake. Cake Infusion cannot be held responsible for the location of the cake at the venue. Please ensure therefore that the display location is level, stable and strong enough to hold the cake.

Please also remember that chocolate covered cakes can melt in warm conditions, such as inside a marquee on a hot summers day or when setup in direct sunlight. If the weather temperature is above 25 deg C then it will be necessary to hire refrigerated transport to deliver a chocolate cake to the venue and this cost will be charged to the customer.

Once the cake has been collected or delivered, setup, and signed for, Cake Infusion is unable to accept liability for any interference with, or damage to the cake thereafter.

If a cake is to be delivered and setup by Cake Infusion a signature will be required from your venue management confirming the cake has been received and setup in good condition. A photograph of the cake will be taken prior to departure by Cake Infusion to verify that the cake has been setup and left in good condition.

Customer Satisfaction Guarantee

Should you be unhappy with the cake, Cake Infusion will do everything we can to rectify the matter before the event. If you are still unsatisfied then Cake Infusion will refund the price of the cake in return for the product. At least half of the cake must be returned within 48 hours and it must have been kept in an airtight container for a full refund.

If there is a design problem the cake is to be photographed and e-mailed detailing the specifics of the problem.

Cake Infusion does not accept liability in situations where the cake has been eaten and therefore cannot be returned. In this event a refund will not be considered.

Cancellations/Refunds

Wedding cake or special order cancellations

As your wedding cake and/or special occasion cake is reserved solely for you and certain components for your cakes/s may be ordered months in advance the following conditions are implemented when an order is cancelled.

Between the date of placing your cake order and up to 6 months from the delivery date £100 of the total cost will be payable to Cake Infusion. (Your non-refundable deposit covers this).

Between 3 – 6 months from the delivery date 75% of the total cost will be payable (or £100 if the cake is deemed to cost less than £250).

Between 0 – 3 months from the delivery date 100% of the total cost will be payable.

Wedding cake/special order cancellations must be made in writing to Cake Infusion.

Copyright

Please note that no person shall have entitlement to copy or reproduce in any form, or otherwise make use of any image, photograph, design or other documents or item produced by or on behalf of Cake Infusion without the prior written consent of Cake Infusion.

Publication and promotional rights

By signing the order form the customer agrees that Cake Infusion is the sole designer and owner of the final cake design. All rights in any

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original designs created and designed by Cake Infusion shall remain the exclusive property of the company. From time to time our designs are published in the media. We reserve the right to use any image of a customer's cake made by Cake Infusion for publication after the delivery date unless previously agreed in writing between the customer and the company.

The customer has no ownership rights over any cake design. Exclusivity of cake designs between our customers is not guaranteed unless the customer commissions and exclusive design.

Viewing

Please note that cakes with sponge tiers/cup cakes may not be completed until the day prior to or the day of the celebration to ensure the cakes are as fresh as possible. Please pre-arrange viewings of any wedding cakes ordered. Cake Infusion accepts no liability for any omissions or errors on wedding cakes if the customer does not view them prior to the wedding.

Allergies

Please be aware that whilst your chosen cake may not be made with a nut or nut product, it will be prepared in a kitchen where nut products may be used in other cakes and fillings. Raw materials used may not be free from dairy, wheat or gluten unless requested by the customer.

Allergy information is provided with all cake orders.