



Cakes of Distinction ABN: 55159177599

CAKE CONTRACT – Terms & Conditions.

Client Contract custom Orders – Deposit Required

Your order becomes reserved only when this cake contract is drawn up, signed & 20% of the total price is received. The deposit is paid to reserve your date and is Non-refundable in the event of a cancellation. Cakes are first come first serve and we only do a limited number of cakes per week. However, if you need to change dates or move your event, please call us and we'd be happy to make accommodating arrangements at no charge. Deposits are required to secure your event date. Be sure to give us as much notice as possible so we can make an unforgettable delicious cake for you.

How much notice is required to order a cake?

Wedding cakes – 2 – 3months notice as your Wedding is primarily our business passion and we would not want to turn away being a part of your big day.

Custom Celebration Cakes -We require three weeks notice. We can make a cake with less notice, it just depends on the availability for that particular week, please call us for any urgent orders and we will do our best to help

On – Line Orders in our 'shop now ' categories – 4 days notice subject to availability.

Final Payment

The final balance is due two weeks before the event date. If your cake is ordered less than two weeks before the event date, the total amount is due upon placing your order.

On – line orders:

Orders made through the web-site must be made in full. Only full payment is accepted making payment through our web -site

Over the phone orders are welcome too.

We require 4 days noticed for on-line orders. Orders must be placed and paid in full by **4pm** AEST, **depending on the cake ordered**. We recommend that you place your orders **well in advance** of the event date to secure availability.

Orders for Monday , Saturday & Sunday delivery must be placed before 1pm AEST on the previous Thursday at the latest.

Please note that we **do not** deliver on –line orders on **Sunday** or Public Holidays and we **cannot** do **same day delivery**.

Artificial & sugar flowers are only used on our buy on –line cakes. Fresh flowers are to be supplied and arranged on the cake by yourself.

Fresh Flowers:

All arrangements for flowers must be made with florist and flowers must be ready for placement on cakes We are happy to coincide with florist to organise a time to meet at your venue. We will just need their contact details. If someone other than Cakes Of Distinction places the flowers onto the cakes we cannot be held responsible for the final outcome of cakes. If you would like us to be responsible for obtaining flowers, there is a charge of \$25 fee plus the cost of flowers. By signing this document, you acknowledge that fresh flowers are not a food product, and may contain pesticides, insects, dirt, or other contaminants.

Terms of the Agreement for Hiring & Returning Items

If your cake requires hired equipment such as cake stands, cake plates etc, a security deposit must be left with us at the time of final payment in order to ensure safe return of the equipment. We will return this security deposit when the equipment is returned to us in the original condition no later than one week past the event date. The security bond is forfeit if the equipment is not returned by the Return Date. If you are unable to return the item by the return date, please contact us to make other arrangements.

Cake Changes

Changes to your cake order: size, description, flavours, etc. will be accepted until 2 weeks prior to the event date. After that lockout date we cannot accept any changes as we cannot guarantee arrival of ordered products in time for your cake. So earlier the better.

Delivery and Set-up / Pick –up.

Delivery and setup is required for all wedding cakes and for some multiple tiered special occasion cakes. We deliver all around Melbourne. Delivery is a minimum of \$25 our delivery prices depend on the distance from our showroom to the destination. Set up fees may apply and fees may apply if accessibility to venues are tricky. If you want to pick up your cake, please make arrangements beforehand to set up a time. Please arrive to pick up your cakes on time and insure your cakes can be transported flat in vehicle. Our team will gladly show you the correct way to travel with your cake.

Cancellation Policy In the event of cancellation: Cakes cancelled prior to the 14 day lockout date can be refunded up to 50% of balance paid. The 20% deposit will not be refunded. Cakes cancelled after the 14 day lockout date will not be refunded. In the event that something occurs to effect your scheduled event date – please contact us to discuss options, we will work hard to accommodate you. We understand things can come up that are out of your control.

Disclaimer

In the case of an emergency or an error in your cake delivery, please contact us immediately so we can fix the issue right away! If you are unhappy with your cake for any reason, please call us the day of your event and explain the situation. In the rare case that you are unhappy with your cake and would like a refund, you must call the day of your event so your cake can be returned. Without proof that you are indeed unhappy with the product and will not be using it for your event, we will be unable to refund any portion of your payment.

We are dedicated to satisfying our clients cake requirements. Please call or email if you have any concerns about your cake.

Email at info@cakesofdistinction.com.au for urgent matters.

Please note that certain creative changes may need to be made to your final design for the sake of stability, structural integrity or other certain emergencies.

Please note that colours and design of actual cake may vary slightly from computer mock-up due to the nature of digital and edible components.

Our Guarantee

We promise to do everything in our power to deliver you a cake that exceeds your expectations. We will work with you on every level to make sure you are completely satisfied and happy with your cake. Please note that colours and design of actual cake may vary slightly from computer mock-up due to the nature of digital and edible components.