

Terms & Conditions

I recommend you reserve your wedding date as early as possible to avoid disappointment, as I work on a first come first served basis.

I request a minimum of four months' notice on all wedding cake orders. This is to allow the cakes to mature and ensure that decoration is completed to the highest standard. Only when you are completely happy with your cake design, will I ask for a signed, returned copy of the design specifications.

Any alterations made after the design specification is signed, needs to be in writing and signed off by both parties.

Payment & Deposits

All payments are to be made by **cash** (*by post: Recorded Delivery*), **cheque** (*to be cleared by due date*) or **bank transfer** (*to be in our account by close of business on the balance due date.*)

Cheques should be made payable to: Spin Spin Sugar .

Wedding cakes require a £50, **Save the date** deposit, which is then taken off the final cake cost. This is followed by half the remaining balance 6 months before the cakes completion, or whichever is less, the remaining balance will be required 3 weeks before delivery or collection of the cake. If a **Save the date** deposit is not paid at the time of ordering and I do not receive the deposit within 14 days of placing the order, your cake and date will not be guaranteed and I will be under no obligation to produce your order.

Please note: Cakes ordered in excess of a year, may incur a price increase.

It should be noted that orders are not started until full payment has been received and any cheques cleared.

Celebration cakes ordered within 3 weeks of delivery, are required to pay half the cost on booking and the balance one week before collection or delivery of the cake.

Cancellation

Deposits are non-refundable.

All celebration cake orders cancelled with 5 days of delivery must be paid for in full.

Wedding cake orders cancelled within 4 weeks of delivery must be paid for in full.

If you fail to collect your cake on the date agreed without informing us, or in the case of Wedding/Special Event cakes, you fail to pay the outstanding balance by 3 weeks from your event date, we reserve the right to charge a cancellation fee.

Cancellation of any order must be confirmed in writing and signed off by both parties.

Delivery

A delivery and set-up service is available for a small fee: locally (*up to 14 miles, round journey*) there is a charge of £25: further deliveries are calculated on an individual basis, please note Bank Holidays will incur an additional £20 charge.

You are more than welcome to collect your cake from Spin Spin Sugar at a prearranged time and date only.

All cakes collected by you cease to be the responsibility of Spin Spin Sugar, once they have left the premises. Any damage to cakes, whilst in transit, by you are solely your responsibility.

We may be able to assist you in rectifying damage caused by incorrect transportation, however we reserve the right to charge for this service.

We aim to arrive and set-up your cake up to 3 hours before the start of your wedding/event (*before guests have arrived*). Any arrangements for delivery may be subject to change, however prior notice will be given where possible.

In the case of Wedding cakes, you are agreeing to provide us with a suitable sturdy table and location within the venue to set up the cake where it will not be moved. If these conditions are not observed or we are not informed in advance of potential problems, we reserve the right to refuse to set up your cake(s).

Liability & Refunds

In the unlikely event that you receive goods which were totally different to what you ordered or which are damaged beyond repair or defective or are of a different quantity to that stated on your order form, Spin Spin Sugar shall, at its own option, make good any shortage or non-delivery, replace or repair (as best as possible), any damaged or defective goods. If there is a refund to be considered the maximum refund we offer is the value of the damaged cake, (or part damaged cake if there are more than one cake delivered ie tiered cakes) if the cake is unusable the full amount will be repaid, (on return of the cake as delivered in full) if a cake is damaged but then used for an occasion and consumed we will only refund a portion of the cake price at our discretion. These terms will only apply if we are notified of any such error within 24 hours of delivery and no refunds will be considered after 7 days from delivery. No other compensation is available or will be considered.

All wedding and celebration cakes when delivered will require a signature either by the customer or venue recipient to confirm the product has been delivered in good order, once signed all risk and title will be passed to the customer or venue recipient after any product ordered has been delivered, relinquishing Spin Spin Sugar from any liability.

Allergens

Although we take great care to ensure no cross contamination occurs, a small risk of traces of allergens may be present. Our cakes are made in a kitchen that also makes products containing wheat, nuts, dairy, soya and egg. By ordering a cake from Spin Spin Sugar you are agreeing that you accept this risk.

Hired Equipment

All hired equipment must be returned within 3 days of the celebration date (*unless alternative arrangements have been agreed prior to the celebration*) or extra charges may be levied to cover further hire costs/loss of revenue.

Any costs to repair/replace damage to hired equipment will be deducted from deposits paid.

Storage

All cakes should be stored, in their boxes, away from direct heat and in a cool dark place.

Cakes should **never** be placed in the fridge, unless advised. Once a cake is cut, wrap in foil or cling film to keep fresh.

Prices and Terms & Conditions are subject to change without prior notice.