



THESE TERMS AND CONDITIONS DO NOT IN ANY WAY AFFECT YOUR
STATUTORY RIGHTS AS A CONSUMER.

The content of the pages is for your general information and use only and is subject to change. Please take a few minutes to read through the terms and conditions as this form is the basis of the contract. Further information can be provided on request.

DEPOSIT & PAYMENT POLICY

When placing an order for wedding cakes I will require a £150 booking fee, this is a non-refundable and none-transferable fee to secure the date you require and is also to cover the necessary time given to your order prior to your wedding date - this may include some of the following: administration, emails, phone calls, consultations, wedding cake samples etc.

Final payment for wedding cakes is due no later than ONE MONTH before the wedding date. If the final payment is not received a reminder may be sent, if no further payment is made, I will consider the order cancelled and the deposit lost. For celebration cakes a minimum deposit of 50% is required (unless otherwise agreed). All deposits are non-refundable. For celebrations cakes final payment will be due ONE WEEK before the delivery / collection date, unless otherwise agreed. Deposits and full payment can be made via bank transfer or cash.

FOOD ALLERGY DISCLAIMER

Sugar Creations by Dimple is NOT an allergy-free kitchen. I cannot guarantee that my products are free from ingredients that may affect those with food allergies. I recognise the seriousness of food allergies and recommend that you contact myself before you place an order to inform me of any food allergies that you or your party may have, I reserve the right to decline any orders for clients with serious food allergies. I will not assume any liability for adverse reactions to my products. The following ingredients are used in my kitchen:

- Milk and other dairy products
- Eggs
- Nuts: peanuts, pecans, walnuts, almonds, cashews, coconut
- Wheat and gluten

Please note that some food colourings may influence behaviour in children.

DELIVERY POLICY

Any delivery charges will be explained at the time of ordering. Collection of orders is free. Please note that all wedding cakes / any cake 3 tiers or more must be delivered. TRAVELLING WITH THE CAKE DO NOT place the cake on a seat in the car, seats are slanted and can damage the cake. The cake should be placed either in the boot or the foot well of the car on a non-slip mat (if you do not have one, please ask). Extra care should be taken when driving as some elements may be delicate. I cannot take any responsibility for damage to cakes when collected and transported by their customers.

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. Freezing or refrigerating our cakes or cupcakes is not recommended. Please note cupcakes should be consumed within 2 days and cakes within 3 days.

FRESH FLOWERS

If a customer would like fresh flowers, rather than sugar flowers on their wedding cake, it is the customer's responsibility to source the florist/flowers, unless specifically agreed with myself. Once the cake has been set-up at the venue, and the cake has been signed for, I will not take any responsibility for any damage to the cake from the fresh flowers, or the placement on the cake of the fresh flowers. You acknowledge that fresh flowers are not a food product, and may contain pesticides, insects, dirt, or other contaminants. It is the customer's responsibility to ensure that any fresh flowers displayed on or next to the cake do not contain pesticides and are food-safe (non-toxic). I will not take responsibility for the flowers being food safe. There may be a charge for arranging flowers on the cake as it requires additional items such as flower picks, flower tape and I will also charge an hourly rate.

CHANGES TO YOUR ORDER

I aim to meet your requirements and understands that sometimes situations occur which can result in you wanting to change your order. Please contact me as early as possible to ensure any changes can be actioned, generally 4 weeks' notice is required for any changes and any changes may be subject to changes in cost depending on the design details. Please note a reduction in costs is only allowed up to a maximum of 10%.

CHOCOLATE

I recommend extreme caution if you are considering a cake decorated with chocolate for a summer wedding (May-September). I cannot accept responsibility for any melting of the cake once it has left my possession, as I have no control over the environment / venue temperature. I can however advise you of designs that are less susceptible to melting and do everything within our control to reduce the impact on the cake.

NON-EDIBLE ITEMS

Most cakes contain small proportions of inedible items; it is the client's responsibility to ensure these are removed by your caterer/guests before consumption e.g., Support dowels in tiered cakes, ribbon, wires in sugar flowers, Swarovski crystals, flower picks & flower tape etc.

COLOURS AND DESIGN

You may wish to supply me with sample colours (i.e., ribbon / material). Whilst an exact match cannot be guaranteed I will endeavour to meet your requirement as far as possible. This also applies to food colourings and icings. I can only create your finished order from what I interpret from the wording of your order; therefore, it is vital you check everything is correct. It may not be possible to create exact specifications when modelling food, however I will work with you, often using sketches to ensure you are happy with the design.

OUR PRODUCTS

Products made by Sugar Creations by Dimple are made by hand and accordingly there will be minor variations in appearance. All photos, illustrations and descriptions displayed on are for guidance purposes only.

PHOTOGRAPHY

On occasion I will photograph my cakes and I reserve the right to use any photographs for display or promotion without compensation to you.

CANCELLATION POLICY

Cancellation by the customer: If the order is cancelled, your deposit is non-refundable and non-transferable, payment is required for all expenses already incurred on behalf of the finished product. For weddings if you cancel within 6 months of the date 50% of the full payment will be invoiced, cancellation within 3 months of the date 75% of the full payment will be invoiced. This is to cover monies lost as I will have turned away other business for your order, it is very unlikely I could re-fill the date at such short notice. If you cancel your wedding cake within 1 month your event full payment will be retained. For celebration cakes if you cancel within 4 weeks of your event 50% of the full payment will be invoiced. If you cancel within 7 days of your event full payment will be invoiced. For cancellation of favours, dessert items other cakes where a deposit has been paid, the deposit payment cannot be used as payment/part payment for any other order or part of order, unless agreed in writing at the time of booking. If you cancel within 2 weeks of your event 50% of the full payment will be retained. If you cancel within 7 days of your event full payment will be retained. Cancellation by Sugar Creations by Dimple: I will not be liable for any failure to perform, where such failure or delay results from any circumstances outside our reasonable control including but not limited to any fire, flood, explosion, accident, adverse weather conditions, traffic congestion, mechanical breakdown, obstruction of any private or public highway, riot, government act, act of war, terrorism, act of God, or from any industrial dispute or strike whatsoever. In the event of exceptional circumstances, such as serious illness, I will give as much notice as possible if I am unable to fulfil your order. I will endeavour to find someone else who can produce your order and will refund you any monies already paid. Postponements: If you wish to postpone your wedding, please let me know as soon as possible, your previous booking will be considered cancelled

and will be subject to the cancellation policy above and a new booking will be placed for the new date. If you wish to re-book for a new date this will require a further booking fee to secure the new date. New bookings will be subject to any price increases since the original booking was made. Any monies paid over the booking fee will be carried over to your new date.

COMPLAINTS

All cakes require a signature on delivery / collection, this indicates you are happy with the product received. If you are not happy, please ensure you make this known when accepting your cake. This gives me the opportunity to correct any problems. We are not responsible for mistakes made by the customer i.e., incorrect / misspelled names or incorrect choice of cake.

I always keep samples of our products for a reasonable time. In addition, I always take photographs of the cakes prior to delivery / collection. Complaints are extremely rare in the world of cakes, and I have never had a complaint yet. Some complaints may require further investigation and an immediate refund may not always be possible. Cakes, or part of cakes and cupcakes, must be returned to us within 24 hours to ensure we are able to fairly assess the nature of the complaint. The cake must have been stored at the correct temperature and in the box, we supplied, out of the sun and away from damp conditions or heat. If you are complaining about a refund, you must return at least 75% of the uneaten product within 24 hours of delivery. I do not refund for customers that have simply changed their mind or if the cake has been damaged out of our care. Please note icing may crack as it dries out which is out of my control and why I recommend you consume your cake as soon as it is cut. I do not accept complaints for not liking the taste of my products mainly because individual's tastes are different. I can offer a tasting service for a small fee which allows you the opportunity to taste my products should you wish to do so prior to ordering.

ACCEPTANCE OF CAKE UPON COLLECTION/DELIVERY

The customer will be asked to sign a sheet that will state the following: I confirm that this cake has been collected / delivered (delete as applicable) in good and undamaged condition. No responsibility can be taken by Sugar Creations by Dimple for any subsequent damage once the cake has been handed over to the customer or venue. I will not be liable should the customer believe there are any problems with the cake once it has been accepted, this includes design, colour etc.

Signature:

Date: