



149, Marbury Road, Anderton, Northwich CW9 6AP

Tel : 01606 782281 E.mail anne@annes-cakecreations.co.uk

Terms and Conditions

All sales are subject to the following terms and conditions.

Nothing contained within these terms and conditions affects your statutory rights as a consumer.

Orders

Orders are taken on a first come, first served basis, secured by a deposit. The price for the order is as stated on the order form. Please check orders carefully and advise us of any changes required (changes involving extra work will be charged accordingly). Please note that late changes cannot always be guaranteed.

Deposits

All orders are secured by the payment of a deposit.

Celebration cake orders require a non-refundable deposit of 50%

Wedding cake orders require a non-refundable deposit of £100

All orders are deemed as accepted ONLY when a deposit has been paid.

Payments

Payments may be made by BACS, cheque or cash.

Final Payments

Final payments for celebration cakes must be made on collection.

Final payments for wedding cake orders must be made at least 28 days prior to delivery/collection. Please note that all cheques must have been cleared by the Bank/Building Society. **If the final payment for your wedding cake is not received, we will not proceed with your order.**

Cancellation/Refunds

Wedding cakes - 3 months – 1 month before 50% of the total will be payable.

Less than 1 month before – 100% of the total is payable.

Celebration cakes - Full payment is required if the cancellation is within 1 week of the collection date, otherwise a refund will be given, less deposit.

Collection

Cakes are to be collected at a pre-arranged time and date only. A signature is required upon collection confirming that you have received your order as specified.

Delivery/Set up for Wedding Cakes

Delivery charges apply and are available on request.

It is the customer's responsibility to supply correct delivery and set up information.

A signature will be required for the receipt of the order on delivery. A photograph of the cake will be taken to verify that it has been left in good condition.

Once the cake has been collected or delivered/set up and signed for, Anne's Cake Creations are unable to accept liability for any interference with or damage to the cake thereafter.

Changes to decorations etc.

Occasionally certain materials become obsolete or are unavailable from suppliers. Anne's Cake Creations will make every effort to produce a cake as close as possible to the original design using replacement products. We reserve the right to make any necessary changes/replacements without consultation.

Equipment Hire

A pre-arranged cash security deposit is required for the hire of all stands/equipment. This is refunded once the stand/equipment is returned and checked.

Allergy advice

Please note that even if you choose a cake without nuts or nut products it will be produced in an environment where nuts/nut products may be used.

Raw materials used in cakes and fillings may not be free from dairy, wheat or gluten.

Publication and promotional rights

By signing our order form the customer agrees that Anne's Cake Creations is the sole designer and owner of the final design.

We reserve the right to use any image of a Customers cake made by Anne's Cake Creations for publication after the delivery date.