

ORDERING AND PAYMENT

Confirmation of bookings require a non-refundable deposit of 50% for all orders. Orders falling under arrangements with third parties ie: wedding planners, confirmation of bookings is appreciated no less than 12 weeks prior to the wedding date, with a 50% deposit required to confirm order. Sweet Affection Cake Designs & Cakes of Distinction reserve the right to refuse any order at our discretion. Cancellation of bookings is appreciated within 12 weeks prior to the wedding date.

Payment is preferred via direct bank deposit or Eftpos. Settlement of account is required within 14 days prior to delivery. Delivery will not be made unless payment is received or unless otherwise arranged.

Third parties, ie: Wedding Planners with Monthly accounts have a 7 day payment term from date of invoice.

10% GST will be added to the total payable amount on all orders.

ORDERS

The client or client's representative agrees to colours, designs, sizes, servings and flavours upon confirmation of the booking. Changes made to the cake must be done so in writing within 14 days prior to the wedding date. The client or client's representative agrees that upon delivery of the cake will be accepted 'as is' and as ordered.

We reserve the right to use creative judgment or make adjustments where we feel necessary in order to maintain the quality and workmanship of our designs but also preserve the interpretation of your design to the best of our abilities. Inspiration and ideas, pictures from outside sources, ie: pinterest, google, magazines etc are presented as representations. The actual product may vary slightly based on the designer's creative interpretation, while maintaining the integrity of the overall look. Sweet Affection Cake Designs' & Cakes of Distinctions' own designs may also vary slightly from cake to cake.

The size of each portion will be adjusted to accommodate the correct number of servings based on an industry standard slice 1" x 1" x 5" tea and coffee servings and 1"x 2"x 3" industry standard dessert portions. However, some designs may require a taller cake and portions may end up being either smaller or larger. We will always communicate serving sizes to clients.

Sweet Affection Cake Designs & Cakes of Distinction will not be held responsible for shortage of cake due to incorrect guest counts or incorrect cutting and serving of cake by the venue. We will communicate with the venue to ensure that they are given details of the number of serves and, structural supports, or if any part of the overall design is not to be cut.

Sweet Affection Cake Designs & Cakes of Distinction products may contain or come in contact with milk, wheat, nuts, cocoa or other allergens. It is the client's or client representative's responsibility to ensure that any cake requiring special dietary requirements is made known to us. While every precaution will be taken in the cases of known allergies, it remains the responsibility of the client and client's representatives to inform guests. Sweet Affection Cake Designs & Cakes of Distinction will not be held responsible for any allergic reactions.

The client assumes full responsibility for the event guests and agrees to indemnify and hold Sweet Affection Cake Designs & Cakes of Distinction harmless from and against all bodily injury, property damage or consequential damages.

FRESH FLOWERS

If fresh flowers are provided to be used on the order, the client or client's representatives acknowledges that fresh flowers are not a food product and may contain pesticides, insects, dirt and other contaminants and can cause the cake to become inedible. Sweet Affection Cake Designs & Cakes of Distinction reserve the right to refuse any item that poses a potential threat to food health and safety on our cakes. Flower will be wired and taped and inserted into the cake through straws or flower picks.

Water vial picks provided by a client's florist must be completely waterproof so as water does not enter the cake at any time. Should items be placed on a cake by a third party which render the cake inedible, Sweet Affection Cake Designs & Cakes of Distinction are absolved of any responsibility.

All inedible items such as ribbon, flowers, flower picks, structural dowel supports etc must be removed by the venue prior to cutting and serving.

All cakes and products will be photographed and we reserve the right to use any photographs for display or promotion without compensation to the client.

A hire fee will be charged for any hire equipment delivered with the cake and this is to be returned within 3 days of the wedding date. A fully refundable bond will be requested at the time of hire. Any damage or loss of goods will incur the full costs to replace the item.

DELIVERY

A minimum delivery fee of \$60 will be charged on Weekdays and Saturdays and \$85 for Sundays and Public Holidays within a radius of 30km from our premises. The rate thereafter will increase to \$1 per 1km for the remaining distance to the venue and the return trip.

10% GST will be added to the total delivery fee.

Sweet Affection Cake Designs & Cakes of Distinction cannot take responsibility for any damage caused to your cake while it is outside our possession. All duty of care is taken by Sweet Affection Cake Designs & Cakes of Distinction to ensure your cake is received in optimum condition. Damage made by guests, venue staff or whilst in transit when the customer has collected the cake, does not fall within our responsibility. Circumstances such as weather / climate, incorrect storage of the cake and mishandling by third parties is also outside the responsibility of Sweet Affection Cake Designs & Cakes of Distinction.

If no one is available to accept your order at the scheduled time of delivery, it will be considered abandoned and there will be no refund given.

Refunds can only be given provided the cake is deemed inedible for consumption and must be refused at the time of delivery. If it is refused after delivery is made for any said reason, it must be returned within 24 hrs of the delivery time. No refunds will be given if cake is served, or tampered with. Sweet Affection Cake Designs & Cakes of Distinction will respond to any complaint quickly and thoroughly.

Our Responsibility: Our performance is contingent upon the ability of Sweet Affection Cake Designs & Cakes of Distinction to complete the agreement and is subject to labour disputes or strikes, accidents, natural disasters, inclement weather, acts of god, and other causes beyond our control!

Should you choose to have your cake set-up outdoors, we are not responsible for what happens to it, be it adverse affects caused by weather, insects, or animals.

Should you choose to transport the cake yourself, Sweet Affection Cake Designs & Cakes of Distinction will not be held responsible once the cake leaves our possession.

By paying a deposit you have agreed to all Terms.

