

Terms and Conditions



DEPOSIT:

For all orders I require a \$50 deposit via bank transfer to secure your order. The remaining amount is payable via bank transfer or cash upon pick up or delivery. However full payments are accepted too.

DELIVERY:

A delivery fee will be dependent on distance; please specify if you require this service and where you are located. (I am located in Ashburton/Glen Iris)

When transporting your order, Cake N Co. recommends placing the cake on the flattest surface in the car. (Eg. Floor of the passenger seat) or placing on the lap of passenger. We recommend that you bring a friend or family member to help transport the cake home safely. When transporting cupcakes and cakes please take care when driving over speed bumps, turning around corners and breaking. Please ensure the air conditioner is on high. Cake N Co. is not responsible for any damaged goods due to personal transport.

CANCELLATION:

Cake N Co. has a strict cancellation policy, deposit will not be refundable if order is cancelled within 7 days of the order date. If the cancellation occurs 24 hours before order date, the full amount must be paid, as cake will be completed. Cake N Co. is a high demand service, which involves lengthy preparations to deliver exceptional cakes to my clients, this requires me to commence production of several elements of the cakes up to a week prior to the order date.

CONDITIONS:

Please be aware that not one cake is the same, all cakes are made to order and are decorated individually depending on fresh produce, such as seasonal fruit and fresh flowers. Cake N Co. does not copy any external images, but takes inspiration from all sources such as colour palates, floral arrangements and inspirational cake designers. Please note that when ordering white buttercream, that it cannot become a complete white shade as butter has undertones or yellow. It will be made as close to white as possible. We recommend that the cake is eaten within 48 hours from pickup/delivery and stored in the fridge. Allow the cake to be out of the fridge for at least 1 hour before serving, so the buttercream can soften.

RESCUE KITS:

When providing me with the address for delivery it is your responsibility to ensure the address is correct. Failed to do so, Cake N Co. will not reimburse you, nor deliver a replacement box to the correct address. Once the RESCUE KIT has been delivered, Cake N Co. is not reasonable for damaged or stolen goods. You will be notified when you RESCUE KIT has been delivered.

ISOLATION BAKING KITS:

Please ensure the correct full name and address are provided. Cake N Co. is not responsible for damage caused by Australia Post, please handle parcel with care. Please be aware the Double chocolate fudge brownies contain **WALNUTS**. The Chocolate chip cookies **may contain traces of nuts**. Please see @cakenco_ Instagram highlights for TIPS when baking your Isolation Kits.

Once you agree to these Terms and Conditions I will lock in your order and send through your invoice.

CAKE N CO.
LIV GLEN