



Leanne Jones
0407 618 535

www.sweetlucy.com.au
leanne@sweetlucy.com.au
<https://www.facebook.com/sweetlucycake/>

Terms & Conditions of Cake Orders

Deposit Required

Your order becomes reserved only when a 50% deposit is received. (100% deposit in the case the cake is booked less than two (2) weeks in advance). The deposit is paid to reserve your date and is NON-REFUNDABLE in the event of a cancellation. Cake orders are first come first serve and we only do a limited number of cakes per week. However, if you need to change dates or move your event, please call us and we will be happy to accommodate the change if possible. Deposits are required at the sole discretion of Sweet Lucy – Cake & Event Studio.

Balance Due

The final balance is due two (2) weeks before the event date. If your cake is ordered less than one (1) month before the event date, the total amount is due immediately and your order will not be placed until payment is received. **The cake will not be made if final payment has not been received.** We are happy to accept instalments on the final contract price – however, all monies must be received two (2) weeks prior to the event. We accept cash, bank deposits, credit cards either over the phone or in person. We do not accept payment by cheque or money order.

Confirmation of Orders

Upon receipt of your order you will be emailed a Confirmation email containing the total balance as well as all relevant details. Please ensure all contact details, personal information, spelling of names, delivery/collection dates and times and any requested changes have been properly documented and are in order. Please notify us immediately of any errors. Failing to notify us of any errors may result in additional charges where alterations are necessary after your order has been completed.

Cancellations

In the event of cancellation, cakes cancelled prior to thirty (30) days before your event date can be refunded up to 50% of balance paid, however, the 50% non refundable deposit paid to secure your order will not be refunded. Cakes cancelled after this 30-day lockout date will not be refunded. In the event that something occurs to effect your scheduled event date – please contact us to discuss options. Communication is key - if you contact us to discuss any issues about your event we will work hard to accommodate you. We understand things can arise that are out of your control.

Changes

Changes to your cake order: size, description, flavours, etc. will be accepted until one month (30 days) prior to the event date. Please note that in most cases we can accommodate changes, however at times it is not possible.

Quality

We pride ourselves on the quality of our products and services. It is important to remember that cakes are a perishable and delicate product. Our aim is to provide only the freshest and highest quality cakes to our customers. Unfortunately once we dispatch our cakes or our customers take possession of them, a number of factors relating to the care and transportation of the cakes may result in the quality being compromised or damage occurring to the cakes that are beyond our control or responsibility. We are not responsible for any damage to the cake after delivery or set up (if applicable) is complete.

You are responsible for providing an appropriate and secure table and environment for the cake(s). **Cakes are heavy and require a sturdy table, and optimal room temperature of 24° celsius or below.** Sweet Lucy – Cake & Event Studio **NEVER** recommends that cakes be left outdoors for any length of time, including during events which take place outside of climate-controlled rooms. Cakes are delicate and will melt in the heat and humidity.

Care instructions must be followed thoroughly in order to avoid compromising the cakes quality, freshness and design. Place your cake order on a flat surface, such as in the car boot or car floor. Use non slip matting between the cake box and flooring to stop the purchase sliding around the car and causing damage.

Performance of this agreement is contingent upon the ability of Sweet Lucy – Cake & Event Studio to complete the agreement and is subject to labour disputes or strikes, accidents, flooding and other causes beyond our control.

Variations from Pictured Items

In some cases it may be necessary to change a colour or vary a product from the picture on our site or image supplied, as certain cake decorating items may from time to time be unavailable.

Please note that where colours are concerned, the picture represented on our website may not be a true representation of the colour of the cake as quite often screen colours are not correct and therefore your cake may appear to be slightly different in colour from that shown.

Where items are provided on cakes (plastic figures, toys or handmade sugared items) they are strictly provided as decorations on a cake, if there are any breakages or faults with the items after they are removed from the cake we will not replace, exchange or make new items.

Photography / Marketing

We often photograph our cakes, and Sweet Lucy – Cake & Event Studio reserves the right to use any photographs of your cake or order for marketing or other purposes.

Equipment Hire

All equipment hired from Sweet Lucy – Cake & Event Studio requires a deposit plus a hire fee. The deposit will be reimbursed in full, to the hirer, on return of the hired equipment, in its original condition. The deposit will not be returned if the equipment is damaged in any way. Damage may be in the form of, but not limited to, cuts, chips, scratch, broken, crack, bent, peeled, dented or discolouration. All equipment must be returned no later than five (5) days after your event or a \$10 late fee will be charged.

Illness or Family Emergency

If I should fall ill or my family has a serious emergency and it is not possible to complete your cake order, I will refer your order to another cake decorator with the same or higher level of expertise and industry experience. I will do everything possible to ensure that you are kept informed of the progress of your order throughout this time.

Real and Artificial Flowers

If flowers are provided by an outside source, a set up fee of such flowers is payable. You acknowledge that fresh flowers are not a food product, and may contain pesticides, insects, dirt or other contaminants. Sweet Lucy – Cake & Event Studio is not responsible for any liability associated with fresh or artificial flowers.

Allergen Disclaimer

Our products may contain or come into contact with milk, wheat, nuts, soy, and other allergens. You agree to notify your guests of this risk and hold us not responsible for allergic reactions. Sweet Lucy – Cake & Event Studio is not responsible for any allergic reactions caused by our products.

Our Guarantee

We promise to do everything in our power to deliver you a cake that meets your expectations. We will work with you on every level to make sure you are completely satisfied and happy with your cake.

Disclaimer

In the case of an emergency or an error in your cake delivery, please contact us immediately so we can assess the issue. If you are unhappy with your cake for any reason, please call us the day of your event and explain the situation. In the rare case that you are unhappy with your cake and would like a refund, you must call the day of your event so your cake can be returned. **You must refrigerate or freeze the cake immediately and return it to us on the next business day if we are to consider a refund.** Without proof that you are indeed unhappy with the product and will not be using it for your event, we will be unable to refund any portion of your payment. This is necessary to hinder the very rare case of “If we complain, we’ll get a free cake” issue we occasionally come across. A number of resolutions may be available to you and are subject to your particular situation.

Agreement to Terms and Conditions

By proceeding with a purchase you are in agreement with our terms and conditions as stated above.

We are dedicated to satisfying our clients’ cake requirements. Please call if you have any questions: 0407 618 535.

Product Shelf Life

Product	Fridge	Freezer
Cupcakes/Cakes	7 days	3 months
Slices	7 days	3 months
Whoopies	7 days	3 months
Tarts	5 days	3 months
Fresh Fruit (on cakes, tarts or slices)	2 days	Not suitable
Cake Pops	14 days (room temp)	3 months
Cookies	1 month (air tight container)	3 months
Savoury Muffins	7 days	1 month

Ingredient Shelf Life

Product	Fridge	Freezer
Buttercream	1 month	Not recommended
Relish/Pickles/Chutney	1 month	Not recommended
Jam	1 month	Not recommended
Curd	1 week	Not recommended
Ganache	3 weeks	3 months
Cake Crumb	14 days	3 months
Chocolate	6 months	Not recommended

Serving Temperatures of Food

Cakes & Cupcakes

Best served at room temperature

From refrigeration, microwave for 12 seconds,
per cupcake or 1 slice of cake.
(This is when the cake consistency is melt-in-your-
mouth.)

Savoury Muffins

Best served warm

From refrigeration,
microwave for 30 seconds, per muffin.

The above are suggestions or recommendations. The microwave times would depend on the power of microwave used. Having food at optimum eating temperature improves the quality of food & eating enjoyment.