

Angelic Delights

87 Northfield Road, Ruskington, Sleaford, Lincolnshire, NG34 9HP.

Terms and Conditions of Sale

Prices

You agree to pay the company the price as quoted on your signed Order Form. All of my prices exclude VAT. I will inform you if I become VAT eligible.

Booking and Deposits

All orders and booking dates are only secured with a non-refundable deposit. Once deposits are received and cleared, your booking date will then be fully secured. All Wedding Cake orders require a non-refundable deposit of 50%. All other celebration cakes require a non-refundable deposit of 30%.

Final Payments:

Wedding Cakes. Full balance for all wedding cake orders is due 4 weeks prior to the delivery/collection date as specified on your order form. On your initial invoice the date of full balance will be included and a reminder of the final amount will be emailed to you no less than 7 days before payment is due. Failure to make payment of the remaining balance may result in your order being cancelled and your date being made available to someone else.

All Other Celebration Cakes. Full balance for all other celebration cakes can be made on the day if being collected. If being delivered, full balance must then be made no later than 48hrs prior to the required delivery date. (Cheque's not accepted for final payment for these cakes)

Payment methods accepted are cash, cheque or Debit/Credit Card. Cheques are to be made payable to "Angelic Delights" and sent to the above address. Please allow an additional 5 working days to be banked and cleared. Please write your name and invoice number on the reverse of the cheque. Once payment has been received an email confirmation receipt will be sent to you.

Late or Non-Payments

Late or non-payments could result in the loss of your booking date. In the event of a late or non-payment, the order will not proceed until alternative funding has been agreed and payment made in full. In these circumstances, subsequent completion of the order on the required date will not be guaranteed and becomes Subject To Availability.

Cancellations

Wedding Cakes. 12 weeks or more: 50% of the total cost will be retained. Less than 12 weeks: 100% of the total cost payable.

Other Celebration Cakes. 3 weeks or more: 30% non refundable deposit will be retained. Less than 3 weeks: 100% of the total cost payable.

Change of Wedding Date

If, for any reason you wish to re-arrange the date of your wedding, I will try my best to accommodate these changes without any additional charges provided sufficient notice is given and that I am able to provide a cake for the re-arranged wedding date. However, if I am fully booked on

your new wedding date and cannot provide the wedding cake it will not be possible to refund your deposit. The limiting factor with any cake provision is usually the cake set-up. As a compromise, it may be possible to provide you with a cake prior to your wedding date, but under these circumstances it will become your responsibility to collect, deliver and set-up the cake at the venue. If you cancel your wedding cake order with me after requesting a change of date, no refunds will be made to you (the client) under any circumstances.

Stand Hire

All stands are hired from my local bakery. All stands require a deposit along with a daily hiring fee. Provided that there is no loss of or damage made to the cake stand, the deposit is fully refundable. Any damages or loss of the stand, will result in loss of deposit. The daily hiring fee will stand.

Delivery/Collection

On the day of collection, your order may be collected at a pre-arranged time, as agreed on your Order Form. Should you wish to change the collection details, I will do my best to accommodate, but cannot guarantee availability.

Deliveries: I will deliver at the time and address agreed with the customer on the invoice. If I can't deliver because there is no-one to receive the product or address provided is wrong, the product will return back to my business and will be held for a maximum of 24 hours.

Delivery/Set-Up

Cakes should be inspected on receipt to ensure that they were not damaged in transit, as you (or any third party taking delivery, e.g. hotel/wedding planner etc.) shall be solely responsible for any damage to any products which occurs:

1. After delivery or collection of any product.
2. As a result of failure to follow any instructions/advice I may give in respect of storage or setting up or of further transportation of the cake.

Allergies

Any special recipe requests such as 'no nuts' will be met wherever possible. However, whilst your chosen cake will not be made with nuts or nut product, no absolute guarantees can be given, as some ingredients are not guaranteed nut free by the manufacturers. Allergy information will be provided with all orders.