

Cake n Co.

DEPOSIT:

For all orders, Cake n Co. require's a 50% deposit via bank transfer to secure your order. Please note that no order is confirmed until a payment has been made and processed.

The remaining 50% of the balance is payable via bank transfer the week leading up to the order date or cash upon pick up or delivery. However, full payments are accepted too.

CANCELLATION:

Cake n Co. has a strict cancellation policy. The 50% deposit will not be refundable if the order is cancelled within 7 days of the order date. If the cancellation occurs within 72 hours of the order date, the full amount must be paid, as your order will have been completed, if not nearly completed.

Cake n Co. is a high demand service, which includes lengthy preparations to deliver exceptional cakes, cupcakes and cookies to all customers. This requires me to commence production of several elements of every order up to a week prior to the order date.

CONDITIONS:

Please be aware that not one order is the exact same, all cakes are made to order and are decorated individually, dependant on fresh produce, such a seasonal fresh fruit and fresh flowers.

Cake n Co. does not copy any external images, but can take 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 of yellow. It will be made as close to white as possible.

CAKE FLOWERS:

If you would like your flowers to be an exact match to your event flowers, please ask your florist to provide the flowers for your cake. This is the best possible way of ensuring a style and colour match as we only have access to the colours available at the florist markets each week. We do, however, endeavour to match the flower inspiration as closely as possible.

If you do organise your florist to provide the flowers for the cake, please ensure the flowers are ready for either Cake n Co. or your florist top dress at the venue. If your florist is dressing the cake with the flowers, please provide them with your inspiration picture.

DELIVERY:

A delivery fee is dependant on distance; please specify if you require this service and what the delivery address is. All pick ups are located in Ashburton.

When transporting your order, Cake n Co. recommends placing the cake on the flattest surface in the car. We recommend the floor of the passenger seat or on the lap of the passenger. We recommend that you bring a friend or family member to help transport the cake home safely.

When transporting your order home, please take care when driving over speed bumps, turning around corners and applying the breaks. Please ensure the air conditioner is on high. Cake n Co. is not responsible for any damaged goods due to personal transport.

When carrying your cake in the delivery box, please be sure to hold the cake from the base of the box with two hands, avoiding holding the sides of the box. Make sure you have allowed enough room in the fridge to store the cake until service.

CHANGE MADE AFTER BEING INVOICED:

You may incur a \$25 admin fee if you make changes to your order without good reason. Each change takes Cake n Co. time to alter in your booking and invoice. If the change required more work or cost to the order you will be charged \$25. Please ensure you are happy with your design, number of guests and date before confirming.

STORAGE:

Cakes and cupcakes: Please be sure your order is stored in the fridge. Take your cake or cupcakes out of the fridge to soften at least 1 hour before service.

If you have any leftover cake or cupcakes, please store them in an airtight container in the fridge to keep as fresh as possible. Leftover cake and cupcakes can last up to 5-7 days after receiving the order.

Cookies: Please store cookies in their original packaging if they are individually packaged. If they are not individually packaged, please store them in an airtight container prior to serving.

HOW TO CUT YOUR CAKE:

To get the greatest number of servings out of your cake, it is recommended that you cut your cake across the diameter to create slabs, then cut into slices and then cut evenly across the slices to create tea size servings.

CAKE DOWELS AND SUPPORT BOARDS:

Please be sure to remove all support dowels, straws and support boards prior to consumption of your cake. Macarons will use a toothpick to secure to the cake. Please remove all toothpicks before consumption.