

Terms and Conditions for whitelacecakery.co.uk and associated sites

## TERMS AND CONDITIONS

We reserve the right to alter these conditions at any time.

For the purposes of this article, the term 'cupcakes' is inter-changeable with 'cakes' or any other baked goods.

### Booking and Payment for Orders

#### *Celebration cake orders:*

To secure your booking with us we will always ask for a deposit of 30% of your total order value calculated at the time you submit your order. Following submission of your order and subsequent alterations that increase the value of your order will also be subject to a deposit payment. Your order is not secure until we have received those cleared funds. The balance of the cost of your order is due, cleared, 4 weeks prior to your event.

We will produce your cakes/display exactly as detailed on your booking form (that we send with your final invoice). Please check this very carefully when we send it to you, as, if there is something you want that isn't on this form, it won't be included, so please add it and send the form back to us. By paying your invoice, you are

confirming that what is detailed on that form is exactly what you want us to provide.

All payments can be made by BACS, cheque made payable to White Lace Cakery or cash in person.

## Descriptions

We have done our best to ensure our descriptions and content on the website are accurate but we cannot be held responsible for the consequences of any slight errors.

## Pricing

We reserve the right to alter our pricing at any time.

## Order Delivery

We are happy to deliver your cake order within a 30 miles radius of Skipton, we will charge for this. When you get in touch to let us know where you would like your order delivering to we will give you a price for delivery.

Please make sure that you provide us with the correct address and postcode of your venue for delivery. This is for your cakes to be delivered safely. If you request that we leave cakes somewhere or with someone on your behalf, this is entirely your responsibility. We will not be liable if they do not arrive with you safely after we have handed them over and/or set them up. We will always

ask the person receiving the cakes to sign to confirm that they have been received in good condition, we will also take photographs as proof of the condition we handed the order over in, please explain this to the recipient in advance.

We will agree a date and normally, a time, for delivery. We will always endeavour to stick to this, subject to disaster or a flat tyre. We will ALWAYS arrange delivery (and set up) in good time to allow for any such disasters and we also always have a back-up plan for delivery.

In the unlikely event we are unable to deliver on time due to any unforeseen circumstances we cannot be held responsible for this or any resulting loss.

We can't be held responsible for any damage to the cakes or the stand after we have delivered them to you or at your venue. We would NEVER recommend moving the display once it has been set up so please ensure the venue is aware that the cake table must be ready in advance of our arrival.

## Stand Hire

We hire stands for £30 (plus a deposit - the full replacement value - which will be returned to you when we receive the undamaged stand back within 1 week of the date we delivered). You are responsible for returning the stand to us within the 1 week period, you can do this

by posting it to us (we suggest you use an insured postage method) or dropping it off to us. We can collect it for a small charge, depending on where your venue is. If the stand is received back with any pieces missing or in an unfit condition, we will retain the whole deposit.

## The Website

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We cannot be held responsible for the comments of external users posted to our linked sites, including (but not limited to) our Twitter profile, our Facebook pages, Pinterest profile, Instagram profile, or our Flickr profile. If you do see anything offensive, please let us know and we will do our best to remove it if we consider that appropriate.