

Cake Care & Customer Agreement

Thank you for choosing us! We are committed to delivering high-quality cakes and providing excellent customer service. In order to ensure you have the best experience with our products, we ask that you carefully read and acknowledge the following terms:

1. **Room Temperature Recommendation and the latest pickup 2-4 hours before event**

To experience the full flavor and texture of your cake, please allow it to reach room temperature (~4 hours) before serving. Whether you pick up the cake on time or take it out of the fridge at home, it's essential to follow this step for the best taste and consistency. If you cannot pickup the cake 2-4 hours prior to your event, let us know and we will take it out of our fridge for you. **Please understand, no refunds will be given for eating a cold cake.**

2. **Ingredient Quality & Cake Storage**

We pride ourselves on using only the highest quality ingredients, including real butter. Please note that butter, like the cake, will become hard when refrigerated. To maintain optimal flavor and texture, we recommend allowing the cake to reach room temperature before enjoying it – 4 hours

3. **Cake Design & Customization**

We strive to avoid any miscommunication and will always refer to the details on your cake sheet as the final design. Reference pictures are for inspiration and may not exactly reflect the final product. Please review the cake sheet carefully and let us know if any changes are required before pickup, as the details on the cake sheet are final.

4. **Mistakes & Corrections**

While we work hard to minimize errors, we are human, and mistakes can happen. If you notice a mistake at pickup, we will gladly correct it at no additional cost. If you discover an issue once you've taken the cake home, you may return the cake to us, and we will fix it at no cost. Please note, we do not offer on-site corrections or refunds after the cake leaves our store. When you pick up your cake, we ask that you confirm it is to your satisfaction, as this will indicate that it matches the order details as discussed.

5. **Pickup Time**

It is your responsibility to pick up your order within our opening's hours. We will do our best to call you if we notice an order has not been picked up but we have much to do as well! This is why specific pickup times are discussed prior to placing an order.

6. **Pre-payment**

Orders are only placed after a deposit/payment is made. Depending on how much lead time there is, a 50% deposit can be made. Anything less than 2 weeks will need full payment. Payment = ordered!

7. **Late fee or Overtime (OT) hour fee**

Because orders are only placed after payment, late payment is subject to a late fee of 20% the total price of your order. We only plan ordered cakes, therefore a late payment (late order) really throws a wrench in our planning. The same goes for placing an order when we are already full – we might be able to make your cake but our OT hours will need to be paid for. This will be determined by the decorator.

8. **Name Confirmation**

For a smooth pickup process, the name listed on the cake sheet is the name we will use to bring out your cake. Please ensure the correct name is provided at the time of order.

9. **Dissatisfaction & Refunds**

If you are dissatisfied with your cake, we ask that you bring it back to our store for us to assess the situation and determine a potential refund. This is necessary so we can understand what went wrong and improve our service. Since we make everything by hand, we ask for your understanding that errors may occur from time to time.

10. **Respectful Communication**

We are committed to providing exceptional customer service and a high-quality product. However, we kindly ask that all interactions with our staff remain respectful. Rude or aggressive behavior will not help resolve any issues and may affect our ability to assist you. We value kindness and patience from both sides in creating a positive experience.

By writing your name below, you acknowledge that you have read and understood the above terms and agree to abide by them.