



TERMS & CONDITIONS

By placing an order with Murchie's Cakehouse, you are agreeing to the following terms and conditions.

PRICES

All prices are non-negotiable and priced according to your exact design and size of your cake. Following your inquiry, your quote is valid for 24-48 hours from the point of issue. Paying your retainer will secure the event date and quoted price. Failure to do so evidently means that you have not booked the date and is therefore available to other potential customers.

RETAINERS

A non-refundable 50% retainer is required in order to secure the commission of your cake and chosen date with Murchie's Cakehouse. Orders are not fully confirmed until the retainer has been received and acknowledged by me {Naomi}. Payments are currently accepted through Cashapp or Venmo, unless otherwise discussed. Please note orders placed for any orders with less than 7 days before the collection date require full payment at the point of booking with me.

PAYMENT

Payment must be made by the current payment options mentioned above (details will be provided once order details are confirmed). The balance of your cake will be due 1 week before the booked date unless otherwise discussed. If full payment is not received before the booked date, the order will not proceed. Retainers will not be refunded if that is the case. Failure to respond to communication regarding outstanding payments will prevent you from booking in the future.

CANCELLATION



If cancellation of an order takes place more than 7 days before the agreed collection date, I will honor your retainer and move it to a new date, providing I have the availability. If cancellation of an order takes place less than 7 days before the agreed collection date I reserve the right to retain your non-refundable retainer. This cannot be moved to a new or existing date.

I retain the right to cancel the booking in unusual circumstances beyond my control, such as fire, power cut, ill health, etc. during which I will refund in full any money taken and in the same transaction that it was paid. Any refunds may take up to 7 days.

ALTERATIONS & CHANGES

It is your responsibility to read and check the details you have given if requested. I will endeavor to adjust the design post-approval where possible, but sometimes this is not possible according to the nature of the request or amount of notice given. If the alteration affects the cost, or preparation work for the original design has already been undertaken (such as the purchasing of ingredients or fondant made toppers), then your balance will be adjusted accordingly.

I reserve the right to change or adapt the agreed design at any point if circumstances dictate it, such as unusual weather conditions or unavailable ingredients. For example, each cake is made individually by hand, so although every effort is made to ensure consistency, some variation may occur from the design agreed.

ALLERGIES & DIETARY REQUIREMENTS

I currently do not cater to allergy friendly or dietary needs as I work in a kitchen where nuts, eggs and gluten are often stored. If you or someone you know who you will be serving has an allergen, it is your responsibility to make note of that in your inquiry form/message. Although ingredients such as nuts can be removed from the cakes/treats, I cannot guarantee that any of my cakes/treats are 100% free of nut traces due to the manufacturing process used for some ingredients. Any allergens to food dyes also apply to the responsibility to the customer to make note of.



PICK-UP POLICY

An exact pick-up time will be required within the 7 days before the booked date. "Around 12pm" or "Between 1pm-3pm" is not acceptable.

You will receive a reminder one week before the booked date for order confirmation details as well as the last 50% payment that will be due. A reminder 1-2 days before pick-up date to discuss a specific pick-up time will also be made.

Pick-up address will be sent only after payment is received so you can plan accordingly and be on time for pick-up. After 30 minutes of being late, there will be a \$10 late fee, and every hour after that (unless you've changed your pick-up time with me earlier that day then you will not be charged). If you are a no-show to your pick-up time and I have not heard a response from you within the day, I reserve the right to cancel your order and without any refunds.

DAMAGES

Please remember that cake decorations are very delicate items, and I cannot accept responsibility for damage that is done to the cake/treats after it has left my possession.

*Not reading my policies before booking is not my responsibility so there are no exceptions even if you did not read them. However, if you did take the time to read my policies, thank you so much and I look forward to making your event extra sweet to remember!