

# TERMS & CONDITIONS

By ordering from Cakeybakeydoodaa you agree to the following Terms & Conditions.

Payment is needed to confirm online and telephone orders and until payment is received your order cannot be guaranteed. For orders booked via an invoice pro forma payment is strongly recommended, and we reserve the right to cancel any order still awaiting payment on the delivery date. Issuance and receipt of your invoice is taken as confirmation of your order and because we may have had to turn away other clients and start preparations for your order invoices will remain payable in the event of cancellation or postponement.

Deliveries are made by hand on the date specified in your order. All deliveries are undertaken by Cakeybakeydoodaa or our couriers. Please ensure someone is available at the delivery address on the day of your order; if there is no-one on hand to receive the products we will do our very best to leave them in a safe place (with a neighbour, receptionist, caretaker etc.) but we cannot keep hold of the products for re-delivery and they will be left at the address you have given us. If you would like us to deliver to your place of work or somewhere with a mailroom/courier point we are happy to do so but please note that Cakeybakeydoodaa cannot accept any liability for the treatment of your order or mishandling once a delivery has been made and the package/s signed for. All our drivers are instructed in the correct handling of the cakes and will always pass this information on to any postroom workers but once the cakes are signed for we cannot accept liability for the subsequent handling of your cupcakes.

If arranging your own courier collection we would advise always booking a van or car, rather than a motorbike. Once cakes have left our bakery we cannot be held liable for any damage that occurs on transit. Any issues should be handled directly with the courier company you have chosen to use.

All our cakes and cupcakes are baked to order and we do not accept returns. Refunds, credit notes or a replacement order to the same value will be given only in the event that you receive the incorrect product or if the products are shown to be of unsatisfactory quality. Should this be the case, or if you are in any way unsatisfied with the condition or quality of your cakes upon arrival you must contact us within 24 hours of receipt. Cakeybakeydoodaa will not accept liability for any complaints made after this time.

We reserve the right to use photographs of orders we prepare on our website, blog, Instagram pages and Facebook pages. If you would like to specifically request that we do not use pictures of your order, or that we provide you with a picture of your order we will usually be happy to do so but you must let us know at the time of ordering.

If you need to change the date or details of your order or cancel it altogether please contact us as far in advance as possible. Telephone and online orders cancelled 7 days or more before the delivery/collection date will receive a full refund on the order total; those cancelled within 2-6 days of delivery/collection will be entitled to a 50% refund; those cancelled within 48 hours of the order date will not be entitled to a refund (although refunds and credit notes may still be provided at Cakeybakeydoodaa's discretion).

Customers who have booked and received an invoice from Cakeybakeydoodaa are entitled to a full refund on the order total for cancellations made 28 days or more in advance of the order date and a 50% refund for orders cancelled within 7-27 days of the order date. Orders cancelled within 7 days of delivery/collection will not be entitled to a refund (although refunds and credit notes may still be given at Cakeybakeydoodaa's discretion).