

Terms and Conditions

Wedding Cake Consultations are by appointment only.

To arrange a Wedding Cake Consultation appointment, a **refundable** fee of £50.00 is needed. This fee however will **not** be refunded if you do not show for an arranged meeting without prior notice or if you fail to inform us within 12 hours of arranged date/time of meeting, of any changes in times/dates you might wish to arrange. If you cancel or want to change your appointment, please let us know as soon as possible.

Once you have decided on your cake design, colours and details, we arrange a taster-session, where you can sample your chosen cake flavour. This also gives you/me the chance to discuss any details regarding the final cake.

There will be only one Consultation Meeting and one Taster-session, where after you are more than welcome to book another meeting/taster-session but a fee of £20.00 will apply for each extra meeting.

Payment terms

To confirm an order, a non-refundable deposit of 25% of the balance or agreed amount is required. This will secure your requested date and cake order.

The outstanding balance is due no later than two weeks before collection/delivery.

If you wish to have alterations that affect the cost, after this date, the balance will be adjusted accordingly.

Payments can be made by Cash, Bank Transfer PayPal, or Cheque made payable to: Lyndsay Thomas

Cancellation Policy

Deposits are non-refundable.

If you cancel your order for any reason up to one month before the requested date, all other monies paid except the deposit will be refunded by cheque.

If your order is cancelled less than two weeks from the requested date, you will receive no refund.

Collection/Delivery

We **only deliver Wedding Cakes**. Delivery to the Sheffield City Centre area and up to a 10 mile radius outside of Sheffield is free. After that a delivery charge of 80p per mile will be charged.

Other Cakes can be collected From 41 Southey Avenue S5 7NN at an arranged time.

Please give us contact us to find out more.

Please note - If the cake is collected , the full responsibility for the safety of the cake is with the client and The Company That Caters will not be responsible for any damage to the cake after its been collected. The same applies for cakes that are delivered- once we leave, we cannot take any responsibility for the cake. (We will make sure it looks amazing before we leave but if Fluffy wants a bite..... not our fault! Sorry!)

Stand Hire

Cake stands can be hired at £15.00 per cake stand.

We supply all of the stands for our Wedding Cakes and part of the Wedding Cake service.

A cheque deposit of £50.00 is required to book a cake stand. This will be held until the stand is returned to The Company That Caters.

We collect the stand from your Wedding Venue for free (Wedding Cake Service). For all other cakes we are happy to collect the stand for a £3.50 collection fee (within the Sheffield City Centre 10mile radius) for other distances, the delivery charge will apply as well. Otherwise Cake Stands need to be returned to The Company That Caters within 48 hours from delivery/collection date.

If you are not happy

If you are not a 100% happy with your cake for any reason within reason, we are happy to fully refund you. We can unfortunately not refund your money if you do not let us know what is wrong, within 24 hours of collection/delivery time. We will also need to see the cake- as we will want to make sure we NEVER make the same mistake again!

Please note - If the cake is collected , the full responsibility for the safety of the cake is with the client and The Company That Caters will not be responsible for any damage to the cake after its been collected.

Hopefully you will never have any reason to be unhappy with your cake but if you do, please don't hesitate to contact us.

It is your responsibility to ensure that you have given us the correct delivery information, and that someone is available to receive the cakes. Additional redelivery attempts are chargeable.

If the recipient is not in, we will attempt to leave your order with a neighbour, or failing that we will leave a card to inform the recipient how they can collect their parcel or arrange re delivery**. It then becomes the recipient's responsibility to contact the courier. Please note should there be no one in to accept the first delivery, we will then take no responsibility for any damages that may occur, due to the cakes travelling for longer than they should.

** Please note that additional redeliveries are chargeable, payment must be made before redelivery or alternatively the recipient can collect from The Company That Caters HQ.

We accept no liability if delivery is not made due to the recipient being unavailable.

If for any reason you are not 100% happy with your order, please get in touch within 24 hours of receiving it, to report any problems. If the cupcakes or any other part of the parcel appear to have been damaged in transit, we will require evidence either by return delivery, or via photographs before a refund can be made.

As products are made to order and in some cases personalised to your specifications, cancellations can only be made on the same day the order was placed, if the order is not yet in process. However, should you wish to change your order please contact us immediately and we will do our best to accommodate.

- All our cakes are bespoke and made by hand and this does sometimes mean that it will not be exactly the same as on the photos seen on the page but we do strive for near perfection but as we are all unique, so are our cakes.
- We include a hand written message card with your gift. This will be reproduced exactly as it is stated at time of ordering.