



TERMS & CONDITIONS

All products made or supplied by The Sweet Slice Boutique Bakery Pty Ltd (trading as The Sweet Slice Luxe Cakery) are subject to the following terms and conditions. By making payment towards your order confirms that you have read and accept these terms and conditions.

Definitions:

Client/Customer: Refers to the person who's billing contact details are furnished on the invoice or quotation.

Us/We/The Bakery: Refers to The Sweet Slice Boutique Bakery Pty Ltd

INGREDIENTS

1. All cakes, fillings and icings may contain, or come into contact with, soy, wheat, dairy, nuts or other allergens.

It is the responsibility of the customer to inform us prior to the confirmation of their booking of any allergy issues. It is the responsibility of the customer to inform their guests of all allergy information, and accordingly the supplier will not be held liable for any allergic reaction resulting from consumption of the product.

2. All products are made to be consumed before the best before date indicated on them.

QUOTATIONS & INVOICES

All quotations/invoices are valid for 30 days from the date of issue.

CAKE DESIGN

Kindly note that we do not make exact replicas of our own designs or of other artists', the pictures you submit will only be used as inspiration and a guideline of elements you'd like included in the final design.

Our Design Style: We reserve the right to use our design style and to add or remove design elements (of which do not significantly affect the price of your order) where we see fit.

Design Changes:

1. Design changes requested by the client to online products (apart from those indicated in the products drop down menu) may incur an additional charge. The product prices shown online are based on the specific design depicted online.
2. Should we be unable to source the clients desired decoration item (e.g. Figurine, toppers, etc.) after a quotation & payment is made, we will notify the client of such and the possible alternatives that we can use.

PAYMENTS

In-Store & Order Form Orders:

1.1 Order Confirmation: Orders are only confirmed/booked in once payment is made and we have **received proof of payment. Next day orders paid via EFT will require an “immediate transfer” payment type.**

1.2 Deposit: Orders require a **60% deposit.** Of which, refunds upon cancellation are subject to our refund & cancellation policies referenced below.

1.3 Balance of payment: The balance due on an order should **be paid 3 working days before the event date.** Should a client wish to pay on collection, this must be communicated to us prior and agreed to. The client will then have the option to pay with cash or card, no EFT payments will be excepted on collection.

Online(Website) Orders:

Orders placed online are to be paid in full at checkout to confirm the order. Refunds upon cancellation are subject to our refund & cancellation policies referenced below.

COLLECTIONS

1. The client or person collecting on behalf of the client will be required to reference the order number to confirm their identity when collecting. This can be found in the order confirmation email.

2. The client or representative will need to sign a collection register confirming that the order was collected/received in good condition.

We are not liable for items damaged due to negligence or improper handling during the clients transportation/storage process.

DELIVERIES

We offer delivery for certain destinations. Delivery is charged at our discretion.

1. It is the customers responsibility to be at the delivery address at the agreed delivery time. Our driver will only wait a 5-10mins before returning to the bakery with the order. After which the client will be responsible to the costs of a reattempt at delivery. Please have your phone nearby on the delivery date as we will contact you before sending the order out and on arrival.

2. If the delivery is being delivered to someone other than the client who placed the order, it is the clients responsibility to furnish us with the contact details of the person and to inform them of the delivery time.
3. Surprise deliveries: please notify us should you wish for your order to be delivered as a surprise, however we will still need the receiver's contact details before sending out the delivery.

Once delivered to the customer and change of hands has been completed with the product in appropriate condition, it is then up to the customer/receiver to store and care for the cake as per our instructions. If anything is to happen to the cake after this exchange, we are not liable for any damages.

CAKE STORAGE & CARE GUIDE

CAKES:

1. Cake boxes are to be **carried from the bottom**. To take out the cake, remove all ribbons and cello tape and carefully lift up the lid/sides of the box. Where applicable, open the sides of the bottom of the box and then lift the cake completely without tilting it.
2. Cakes are strictly only to be transported in the foot-well of the front or back passenger seat (car seats are

unlevelled and may cause shifting of the item). If required, they can be placed in the boot, remove any objects that may fall on or damage the cake. Make sure that it's secure and won't move around during transit.

TREATS:

Treats can be transported as above or on a person's lap.

TEMPERATURE:

1. Always keep the aircon on cool setting while the items are in transit.

2. Do not place/leave items in direct sunlight or in a warm place for extended periods of time.

3. All items should be stored in the fridge after collection/delivery and should only be taken out an hour before serving (all confections are best enjoyed at room temperature).

4. Items with fresh flowers can only be stored for a few hours in the fridge before the flowers begin to wilt, keep this in mind when confirming delivery/collection time.

4. Burn Away cakes are to be used/burned within 12 hours of collection/delivery.

SERVING:

1. Remove all cake decorations before cutting the cake
2. please note that your cake may contain skewers/cake dowels for support, as well as wires/toothpicks in the decorations.

REFUND TERMS

Please inspect your item upon delivery/collection, should the client have any grievances they should contact us immediately (within 12 hours of receiving goods).

Please double check your invoice/order confirmation email, as this is the only document we use to prepare your order. We will not be held liable for incorrect details indicated on the invoice once payment is done.

Refunds are issued based on the following:

1. **Damage:** We will not be held liable for damage that incurs once the order has been collected/delivered. Should the claim be that the damage incurred whilst the order has in our possession, or due to our negligence when producing the order, the client will need to supply us with visual proof. A refund will then be negotiated based on the extremity on the damage.

2. **Design:** Should the product be the incorrect design or drastic design changes be made without prior consultation with the client, the client can request a refund if they can provide us with proof of their order specifications. Please refer to paragraph 1 and 2 of the Cake Design Section with regards to allowed design changes.

3. **Flavour:** In the case where the products received are the wrong flavour or burnt/underbaked, clients are required to submit photographic evidence and to return 80% of the product at their own expense. Failing which, a refund cannot be executed as we need to inspect the product to verify the clients claims.

4. **Taste & Texture:** Please note that all our cakes are dense and moist, should this type of cake not be to your liking please indicate this to us prior to placing your order. Our recipes are tested and approved by our skilled pastry chef, clients are advised to enquire about our fillings and flavours prior to making a purchase as not all cake types are the same.

5. **Unforeseen Circumstances:** Where we cancel the booking due to any unforeseen circumstance such a Force Majeure or an Act of God, that affects the ability to deliver the ordered Product, the client will be contacted and notified. A postponement or refund will be offered to the client based on the circumstances. We reserve the right to deduct any fees

incurred by us in preparation of the order prior to the unforeseen circumstances occurring.

6. Refunds exceeding R500 will be given as store vouchers.

5. All cash/eft refunds will only be done on the 1st & 15th day of the month, no exceptions.

CANCELLATIONS

Order form & In-store orders:

1.1 If you choose to cancel your order **at least seven (7) working days before the event date**, you will receive a store voucher/credit worth the full amount you have paid **OR** you will be issued a cash refund of the total amount paid **minus** the 60% deposit.

1.2 If the order is **cancelled between six (6) to three (3) workings days remaining until the event day**, you will receive store credit/voucher worth the amount paid **minus the deposit**. Your deposit will be used to mitigate the costs already incurred by our bakery to start your order.

1.3 If the order is **cancelled with less than three (3) days before the event date**, **no refund** or store voucher will be issued out.

Online (Website) Orders:

Orders placed on our website are subject to the same cancellation policy as referenced above in points 1.1 to 1.3 of In-store/Order form Orders, not including “48 hour/last minute” orders. Of which are subject to the following cancellation policy:

1.1 Booked 48 hours/2 days prior to event date: These orders need to be cancelled by 9am the day before the event date, if so, you will receive a store voucher/credit worth the full amount you have paid **minus** costs already incurred to start your order (Cake toppers, baked cake layers, etc). Orders cancelled after 9am the day before the event date will not be eligible for any form of refund or store voucher.

1.2 Booked 24 hours/1 day prior to event date: These orders need to be cancelled within 2 hours of payment/order placement, if so, you will receive a store voucher/credit worth the full amount you have paid **minus** costs already incurred to start your order (Cake toppers, baked cake layers, etc). Failing to cancel within the prescribed time will result in no refunds or store vouchers being issued.

Deductions made to order amount for postponements and cancellations: (we reserve the right to change/adjust these amounts dependant on the order value and composition)

100%: Order has been completed. No credit can be issued.

60-70%: Order is in production but incomplete.

40%-50%: Order has not been started but costs have incurred by the bakery to source supplies.

POSTPONEMENTS

IN-STORE, ORDER FORM & ONLINE ORDERS:

(EXCLUDING 48-24 HOUR ORDERS)

1.1 If you need to postpone your order, please do so in not less than **3 working days before your order due date.**

Failing which, you may be liable for a postponement fee equal to the cost incurred from the progress of your order. Once postponement is confirmed, you can then choose a new date within 2 months **subject to availability.**

1..2 Should the order be postponed for longer than 2 months, the client will be liable for an additional fee of 20%-50% of the initial order fee once a new date has been confirmed.

Should any changes need to be made for the postponed order

(colour, design, flavour, etc) an additional fee may be charged.

48- 24 Hour Cake Orders:

2.1 If you need to postpone your order, please do so within 2 hours of placing the order. A postponement fee will be charged based on the progress of your order. Once postponement is confirmed, you can then choose a new date within 2 months **subject to availability**.

2.2 Should the order be postponed for longer than 2 months, the client will be liable for an additional fee of 20%-50% of the initial order fee once a new date has been confirmed. Should any changes need to be made for the postponed order (colour, design, flavour, etc) an additional fee may be charged.

PUBLICATION

We reserve the right to use any image of a Product made by us for publication at a later date.