

Cakes by Care

TERMS OF SERVICE

PHONE - EMAIL

www.cakesbycare.com



Cakes by Care...♥

TERMS OF SERVICE

Thank you for choosing Cakes by Care!

Please review the following which represent the agreement between Cakes by Care and the customer.

PLEASE READ THESE TERMS IN FULL

Please review your invoice, the date, the dessert flavors, fillings, size, design theme/style, and any attachments including inspiration photos. These details note the final decision made between Cakes by Care and customer for the order.

If, for any reason, you do not agree to any of the details noted in the invoice prior to payment, you are welcome to decline the order by sending an email to orders@cakesbycare.com.

Orders cancelled after payment has been made are subject to the terms below.

Your payment serves as a signature & agreement to these terms.

910.579.2253

www.cakesbycare.com

CANCELLED,
POSTPONED OR
RESCHEDULED ORDERS

In the event that you need to cancel, postpone or reschedule your order & Cakes by Care is notified less than 2 weeks in advance, we will honor your deposit and/or full payment made as a dessert credit up to 1 year.

Postpone: to put off an event with date unknown.

Reschedule: to schedule again with a new time & date set.

You are welcome to use your dessert credit for any order placed within 1 year of invoice sent. Rescheduling is subject to Cakes by Care calendar & availability.

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RETAINER & FINAL PAYMENT

RETAINER

A 50% non-refundable retainer is due within 24 hours of the invoice being sent in order to secure the order date.

Orders will not be confirmed & added to Cakes by Care until the retainer is paid in order to allow all interested customers a chance to book.

Your order will be cancelled & your date may become unavailable in the event your retainer is not received within 24 hours.

FINAL PAYMENT

Final payment for your order is due no later than 72 hours before pickup or delivery and 2 weeks before for all wedding orders.

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REFUNDS & DISCLAIMER

NO REFUNDS

In no event shall Cakes by Care be required to refund any payment charged for any order. As noted above, in the event you cancel the order, postpone, or reschedule, a credit will be added to your account to be used on future invoices within 1 year.

DISCLAIMER

Cakes by Care products may contain & come in contact with milk, wheat, nuts, soy & other allergens. If any of your guests have allergies, it is your responsibility to notify them of the risk & any possible allergens.

Dependent upon the design, your order may contain non-toxic items such as highlight dust (typically used for drip & splatter). These products are used for enhancing decoration only & are not edible. Please email orders@cakesbycare.com if you would like to decline this particular decoration.

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PACKAGING & CARE

CARE

Cakes by Care will notify you of care instructions prior to or during pickup or delivery. You are responsible for providing a level surface & suitable environment for your desserts.

We strongly advise against placing your desserts outdoors or in direct sunlight. Cakes by Care is not responsible for any damages to your order due to outside elements.

PACKAGING

Your desserts will always be packaged appropriately and secure for travel. It is best to place your desserts on a flat surface such as the floor of the car or trunk. Your desserts should never be placed on the seat of the car.

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LIABILITY & CHANGES

LIABILITY

Cakes by Care is not liable for any damage that may arise related to your desserts once your order has been picked up or delivered.

CHANGES

It is your responsibility to thoroughly review all details of your order prior to payment. If Cakes by Care is not notified of any changes to be made prior to submitting final payment, we will assume your agreement and move forward with fulfilling the order according to the invoice details.

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S E R V I N G S & D E C O R

Servings

The serving size noted on the order form is based on personal research. Cakes by Care is not responsible for cake serving shortage.

INEDIBLE DECOR

Silk florals, support dowels, & any other inedible decor products are to be removed from your order prior to consumption. You acknowledge that these are not food products and may be harmful if consumed.

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Cakes by Care 

THANK YOU FOR YOUR SUPPORT

My business would not be what it is without
my customers.

Whether it's your first or 5th time ordering, you
& your support are greatly appreciated!

Care

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