



Blissful Baking,
Whispering Willows,
Sandy Lane,
Kingswood, Surrey KT206LZ
Telephone: 077 42137634
Email: taniams@blissful-baking.co.uk
Website: www.blissful-baking.co.uk

Terms and Conditions of Sale

All sales made by Blissful Baking are subject to the following terms and conditions. Any variation to these Terms and Conditions shall be inapplicable unless agreed in writing by Blissful Baking.

Nothing contained within these terms and conditions affects your statutory rights as a consumer. Please read the following terms and conditions: if there is anything you don't understand please feel free to contact us.

Any typographical, clerical or other error or omission in any quotation, price list, acknowledgement of order, invoice or other document issued by Blissful Baking shall be subject to correction without any liability on the part of the Seller.

Price

The price for the order shall be as stated on your order form. You agree to pay the full price to Blissful Baking in accordance with the customer order form after the details are checked and agreed by you. Prices are liable to change at any time. Any such changes will not affect orders where an invoice has already been issued.

Our prices are not subject to VAT.

Orders

Minimum Order Size:

As we make our cakes specifically to order (so they're always fresh) the minimum order size for standard size cupcakes is 12 and 24 for mini size cupcakes of any one flavour.

Order Confirmation:

Once you have placed your order we will confirm receipt within 24 hours. We reserve the right not to accept an order.

Order Lead Time:

All orders are required two weeks prior to required delivery. This remains subject to change on exact request and is subject to payment from the Customer.

Deposits and Payment

Deposits:

For all orders, a minimum of 50% deposit is required. This is due at point of order placement and subject to details being checked and agreed by the Customer. All orders are deemed to have been accepted when the deposit has been paid.

Any remaining balance for orders must be made one week prior to delivery/collection/set-up or as agreed with Blissful Baking.

Payments:

Orders placed for collection/delivery within five working days will require full payment which is non-refundable.

Payment can be made through any of the following:

- Direct bank transfer
- Cash

Non-Payments:

In the event that any payment is subsequently declined, the order will not be completed or released until alternative funding arrangements have been agreed and final payment is made in full.

Subsequent completion of the order will be subject to availability and cannot be guaranteed. Blissful Baking accepts no responsibility for any loss howsoever caused or for non-delivery under these circumstances. The customer will be responsible for the payment of any additional charges which have been incurred as a result of payment failure.

Alterations to orders

Your order is important to us. Please take the time to check your copy of the order form and let us know within 48 hours of order being placed of any changes. If your order has been placed at the minimum lead time then alterations can only be accepted on the day the order is placed. It is your responsibility to advise Blissful Baking of any alterations to the original order. Blissful Baking reserves the right to increase a quoted fee in the event that the Customer requests a variation to the work agreed. Whilst every effort will be made to assist Customers, please note that late changes cannot always be guaranteed.

Cake Component Parts

From time to time certain materials for our cakes may become obsolete or no longer available from our suppliers, for example pre-manufactured items or ribbon colours. This is out of our control, however we will endeavour to re-design a cake to reflect as closely as possible the original design using replacement products. In all cases we will contact you to advise you of any such changes, however Blissful Baking reserves the right to replace these with components of equal or better quality without consultation.

Collection

Your order may be collected at a pre-arranged time between Monday and Friday, 9.00am to 5.00pm. Or Saturday 9.30 to 10.30am. If you wish to collect outside of these times please contact us and we will do our best to accommodate. *During Covid19 we are suspending the requirement for signature upon collection.*



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Delivery

Your order can be delivered between 9.00am and 5.00pm Monday to Friday or 9.00am to 1.00pm Saturday unless by prior agreement between you and Blissful Baking. *During the period of Covid19 delivery will only be undertaken within the Walton & Tadworth community.*

All delivery times are subject to availability. If you have a specific delivery date and require delivery before a given time, please specify this when placing your order. We will do our best to accommodate your requirements.

It is the responsibility of the Customer to ensure correct delivery information has been provided to Blissful Baking, and that someone is available to receive the order. *During Covid19 we are suspending the requirement for a signature upon delivery.*

If the Recipient is not in, the order will be returned to Blissful Baking who will contact you to arrange an alternative delivery time for which an additional charge will be payable by the Customer. Blissful Baking accepts no responsibility for any loss or consequential loss incurred by the Customer as a result e.g. a wedding without a wedding cake.

We are able to offer free delivery locally including KT20 in Kingswood, Tadworth, Chipstead, Walton on the Hill and surrounding area.

Setting up

Should the Customer require cakes to be set up, Blissful Baking will deliver and set-up your cake as agreed and will want to ensure it is displayed at its best. It is your responsibility to ensure that you have provided Blissful Baking with the set-up details and arrangements made with the venue for the location and display of your cake. Blissful Baking cannot be held responsible for the location of the cake at the venue. Please ensure, therefore, that the display location is level, stable and strong enough to hold the cake(s).

Once the cake has been collected or delivered, set up and signed for, Blissful Baking is unable to accept liability for any interference with or damage to the cake thereafter.

If a cake(s) is to be delivered and set up by Blissful Baking, a signature will be required from your venue management confirming the cake has been received and set up in good condition. A photograph of the cake will be taken prior to departure by Blissful Baking to verify that the cake has been set up and left in good condition.

Cancellations/Refunds

In all instances cancellations and refunds must be made in writing and deposits are non refundable.

Copyright

Please note that no person shall have entitlement to copy or reproduce in any form, or otherwise make use of any image, photograph, design or other document or item produced by or on behalf of Blissful Baking without the prior written consent of Blissful Baking.

Publication and Promotional rights

By signing the Customer Order Form the Customer agrees that Blissful Baking is the sole designer and owner of the final cake design. All rights in any original designs created and designed by Blissful Baking shall remain the exclusive property of Blissful Baking.

Blissful Baking reserve the right to use any image of a Customer's cake made by Blissful Baking for publication after the delivery date unless previously agreed in writing between the Customer and Blissful Baking.

Viewing

Please note cupcakes and any cakes with sponge tiers may not be completed until the day prior to or the day of the celebration to ensure the cakes are as fresh as possible. As a result viewing of cakes ordered cannot always be guaranteed.

Allergies

Please be aware that whilst your chosen cake may not be made with nuts or a nut product, it will be prepared in a kitchen where nut products may be used in other cakes and fillings. Raw materials used may not be free from dairy, wheat or gluten. Allergy information is provided with all cake orders.

Privacy

Privacy is important to us, and we respect that it's important to you too. We promise to never share your details with any third parties. We process your personal information for core business purposes only.

Cake Stand Hire

A hire fee plus a security deposit is required in advance. It is the Customer's responsibility to return the cake stand/s after hire to Blissful Baking within 3 days (on a working day). The deposit will not be refunded in the event that the stand/s is/are damaged, or returned after 3 days. We are not liable for any damages that occur to the cake stand before we receive it back. Once the stand is returned within the given timeframe and we are satisfied that it is not damaged we will issue a refund to the Customer.