

Veganyumm Terms & Conditions

- From 15th August 2018, all cakes and pre ordered items taken within 3 days notice of the pick up day will incur a \$5 fee. This is subject to availability.
- All weekend orders must be placed by 9am Friday. This is subject to availability and we cannot guarantee we will be able to take your order.
- Any changes made to the cake designs on our website incur a \$5 fee. Change of cake flavour (prior to placing your order) is excluded from this fee. This can be queried by contacting the cake decorator via the email address veganyumm.communications@gmail.com (responsive Monday – Friday).
- Please note the name you provide on your order form will be the name attached to the box holding your cake or items. If you have somebody else picking up your order you must inform them to quote the same name you have supplied.
- All orders require a 50% deposit or full payment. Your order will not be made unless payment is received. Please have your card details ready when placing an order via phone.
- Please note we DO NOT offer refunds on cancellations.
- If you need to change the pick up date of your order you must give at least 7 days notice. This will incur a \$5 fee. A pick up time must also be provided. Please contact us ASAP on 33556329 if you wish to pick up earlier or later than the time given.
- If you require any alterations after your order has been placed, you must give at least 3 days notice. This is subject to availability. A \$5 fee will be charged for any changes made as well as any additional time/costs incurred whilst doing so.
- Please note our decorating team will do our best to replicate orders based on pictures provided as a reference. We cannot always guarantee we will match a photos appearance. Fresh flower specific varieties and colours we cannot always guarantee supplying.
- We are not responsible for any damages to occur to a cake or order once it leaves the Veganyumm premise.
- We have a selection of emergency cakes on sale everyday if you wish to purchase one without placing an order. However, they can sell out fast. We advise to call ahead to secure one.
- Any questions please contact Veganyumm on 33556329 or email veganyumm.communications@gmail.com

Your compliance and consideration is greatly appreciated.

Thank you,

Veganyumm Management