

Veganyumm Terms & Conditions

- 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.
- REFUNDS: Please note that there are **NO** refunds or cancellations once a cake has been paid for in full or in deposit. We also do not provide refunds for the cost difference if you need to downsize your cake, make any alterations which decrease the overall cost of the cake or have ordered incorrectly. After your order has been placed, this is final and non-negotiable.
- If you need to change the pick up date of your order you must provide at least 5 days Notice. This will incur a \$5 fee to make up for staff costs and bookings that had to be turned away.
- If you require any alterations after your order has been placed, you must provide at least 5 days notice. This is subject to availability. A \$5 fee will be charged for any changes made to your order as well as any additional time/costs incurred whilst doing so.
- Please contact us ASAP on 33556329 if you wish to pick up earlier or later than the time provided.
- We are not responsible or will be held accountable for any damages to occur to a cake or order once it leaves the Veganyumm premise. Our staff will show you the cake upon pick up and once you are satisfied and the cake leaves our premises the cake cannot be returned in adherence to Food Safety Standards.
- All cakes and pre ordered items taken within 72 hours notice of the pick up day will incur a \$5 fee. Orders placed within this time frame are subject to availability.
- All weekend orders must be placed by 9.30pm Thursday. This is subject to availability / us not being fully booked prior.
- 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.
- Any questions please contact Veganyumm on 33556329 or email veganyumm.communications@gmail.com

As a small business the above terms and conditions allow us to be a viable, organised, and reliable service provider. Your cooperation and consideration for our hard working team is greatly appreciated.

Thank you,

Veganyumm Management