



# BLUEBELLS CAKERY

## WEDDING CAKE TERMS AND CONDITIONS

*Bluebells Cakery we have taken guidance from the Consumer Guarantees Act for the following policy. Our goal is to provide the very best in customer service whilst still acting within the parameters of the Act. By placing an order or paying a deposit or the full amount, you agree to these Terms and Conditions and accept that these conditions may be modified or amended from time to time.*

### **ALLERGIES AND DIETARY REQUIREMENTS:**

If you have any special dietary requirements please discuss this with us before booking your consultation or placing your order. Whilst we offer gluten free, nut free, vegan and dairy free cake options, our bakery handles a number of common allergens that include but are not limited to, gluten, nuts, soy, dairy and eggs and we cannot guarantee that trace amounts will not be present.

### **CONSULTATIONS:**

We offer dedicated consultations to help you achieve the best cake for your important day. The fee for the consultation is due on the day of consultation and if you choose us as the provider for your cake, the money paid for the consultation itself (not including any additional charges) will be attributed back to your final invoice.

### **DESIGN:**

The images on our website are examples of previous designs in a variety of sizes. As all of our products are hand-made and can be ordered in different sizes and designs from those shown on the website, there will be variations.

Any image provided to, or by us, as part of the order, is provided for reference purposes only. We do not offer exact replicas and there may be variations of colour and design. Your confirmation of your order is taken as your understanding and acceptance of this fact. We will do our very best to match any colour requests for icing but we cannot guarantee an exact match as colours present differently in different materials.

### **NON-EDIBLE INGREDIENTS AND DECORATIONS:**

For our tiered cakes we use plastic and/or wooden dowels to support the cakes. These must be removed before serving or eating.

We have a policy that any flowers being added to cakes must have their stems wrapped in florist's tape. This helps minimize the risk of transference of foliage into the cake or of any leaching from the flowers themselves.



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We also offer dummy cake options as well for tiered cakes. These are polystyrene layers that are iced to match the rest of the cake and that provide height and dimension to the final design. These will be clearly decided with you noted in the paperwork when delivered as to which layers are inedible. These should be disposed of when cutting the cake.

Please advise if any other toppers or additions will be made to the cake once we have completed it as this may require consideration when building and finishing the cake. Any other toppers, additions etc that are added after we have handed over the cake/products is at the customer's own risk and responsibility.

### **QUOTATIONS & INVOICES:**

All quotations are sent by email and are valid for 30 days from the date of quotation. Price changes are at the discretion of Bluebells Cakery.

Quotations/invoices will include all of the information discussed and decided on during your consultation/exchanges with us. Please check over the details carefully as they will form your final order and will be what we produce. Please advise of any changes required before processing payment to ensure all details are correct.

*Making payment on the invoice confirms your agreement to the information included on the invoice.*

### **DEPOSITS:**

For all wedding cake orders we require a minimum deposit of 50% which secures the booking and date. A date and order can only be reserved once the deposit is received. The remaining balance can be paid by bank transfer or credit card through your invoice and is required one calendar month before the delivery/collection date. *Please note, that the order(s) will not be made without full payment being received.*

### **CHANGES TO YOUR BOOKING:**

If for any reason you need to change the date, design, delivery location or any other aspect of your order, we will do our very best to accommodate this change provided that we receive this information at least 1 week in advance of your order date. Changes are not guaranteed and please note that some dates may already be booked out and we may not be able to move to your preferred date. Changes may also incur additional charges.



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*All changes are required in writing via email to [weddings@bluebellscakery.co.nz](mailto:weddings@bluebellscakery.co.nz) no later than 1 week in advance of your order date, quoting your invoice number, the date of your order and your contact details.*

### **DELIVERY/PICK UP:**

We use a sign-off system when delivering wedding cakes and products whereas the person receiving the product confirms that they have received the products in good condition and that we have explained how the products should be stored before serving. Bluebells Cakery accepts no liability for cakes or products that are damaged after they have been delivered by us to the agreed location. Should there be any issues during delivery, we will do our very best to resolve any issues as quickly and effectively as time and resources will allow.

If you are collecting, we will always provide advice on how to best transport, move and store your cake and products and always add this information to the cake boxes as well. Once a cake has been collected, customers must accept all responsibility for the transportation and storage of it and we cannot give compensation if there is damage during or after transit.

### **CANCELLATIONS:**

Should you need to cancel your order for any reason (including but not limited to, force majeure, lockdowns etc.), please do so as soon as possible by email at [weddings@bluebellscakery.co.nz](mailto:weddings@bluebellscakery.co.nz) quoting your invoice number, the date of your order and your contact details.

If the cancellation occurs within 72 hours of the order date, no refund or credit will be offered.

If the cancellation occurs 4 days or more before the order date, up to 75% of any monies paid (including deposit) may be refunded. 25% will be retained by Bluebells to offset any business turned away for this date and to cover any consultations and other administrative and production costs.

All refunds or credits are at the discretion of management.

In the very unlikely event that we have to cancel your order for any reason, then we will give you as much notice as possible, discussing the matter with you to come to an agreeable solution.



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### **FORCE MAJEURE / LOCKDOWNS:**

Should Auckland or NZ be moved into a Lockdown, extreme weather event or other similar situation, we will liaise with you in regards to what will happen to your order, depending on when it is scheduled for.

All orders that have already been paid for and that we are unable to fulfill, will be canceled and you will be emailed an online Bluebells credit voucher for the full, equal value of the original order or the order can be placed on hold to be reinstated at a later date with sufficient notice. We do not give cash refunds in these situations.

### **REFUNDS - CONSUMABLE PRODUCTS:**

In the unlikely event that you are not happy with your order, please contact [weddings@bluebellscakery](mailto:weddings@bluebellscakery) within 24 - 48 hours of your event with a full explanation of the issues and supporting evidence.

Refunds are decided on a case-by-case basis, but please note that we do not provide refunds in cases where an item was prepared correctly but a flavor or texture did not meet a personal preference. Please return the uneaten portion so we can do an assessment of the cake. Any refunds will incur a 25% non-refundable fee for the initiating of an order and the balance will be refunded as store credit or bank transfer. Unfortunately, we are unable to provide a refund on a cake that has been fully consumed.

### **COMPLIMENTS OR COMPLAINTS:**

We love seeing how our cake was included in your special day, so if you are happy to share, we would love to see some photos! Please also let us know if you are happy to allow us to share it on our website or social media pages.

If you wish to provide to us or let us know of any concerns after receiving your products, please do so by sending an email to [weddings@bluebellscakery.co.nz](mailto:weddings@bluebellscakery.co.nz). Evidence of any faults, damages or discrepancies must be included.