



Terms & Conditions

All Cakes made by Sara's Cake Heaven are subject to the following terms and conditions

Ingredients

All our ingredients are of the highest quality.

All fruit cakes used contain nuts, or traces of nuts or nut oil.

Sponge, flavoured and chocolate cakes, are made to be eaten on the day of the celebration. The cakes are made in premises in which nuts are used, every effort is taken to keep ingredients separate however cakes may contain traces of nuts or nut oil.

Allergies

Please be aware that whilst your chosen cake may not be made with nuts or a nut product, egg, dairy wheat or gluten, it will be prepared in a kitchen where nut products, eggs, dairy, wheat and gluten are used. Whilst every effort is made to separate raw materials and separate equipment is used, Mel's Cakes must state that raw materials used in your cake **may not be totally free from nuts, eggs, dairy, wheat or gluten.**

Storage

Sugar paste (the soft icing covering the cake) is not designed to be refrigerated and as such cakes with this icing should be stored in a cool dry place, preferably in the box they were supplied in, refrigeration may cause colours to run.

Orders

We prefer at least two months' notice on wedding cakes however we will accept short notice bookings subject to the availability of the date required.

Any cake ordered from a picture or photo of a cake produced by any other cake maker, can only be reproduced by cake for all occasions as our interpretation of that cake and will not be an exact reproduction of the cake in the picture or photo.

Products made in the kitchen of Sara's Cake Heaven are made by hand and accordingly there will be minor variations in appearance, colour & design from illustrations and descriptions provided by us or the customer according to the equipment and products specifically used by us may not be the same as other cake baking/decorating companies.

Deposits & final balance

A deposit is required on placement of order for ALL cakes which is deducted from the final balance. Bookings are only secured when a deposit has been received. Deposits are non-refundable. Wedding cakes (and other large cakes) require a £50 deposit unless otherwise agreed. The final balance for wedding cakes must be paid a minimum of 2 weeks before delivery. Wedding cakes (and other large cakes) will not be started until Balance payment has been received. Deposits & balances are payable by Bacs, PayPal or cash.

Late or non- Payments

In the event of late or non-payment, the order will not be completed or released, until payment is received in full. Subsequent completion of the order will be subject to time and availability and cannot be guaranteed i.e. if payment is received late, there may not be sufficient time to produce a cake to the original design, however, full payment would still be required.

Disputes

Any refund given for disputes regarding a cake design or production of a design are completely at the discretion of Sara's Cake Heaven and are not automatic. Full refunds will never be given for any cake which has been consumed regardless of dispute, as consumption of the cake is viewed as your acceptance that the cake is adequate for the purpose for which it has been supplied. All cakes delivered to venues are photographed from different angles to show cake quality on delivery we do not accept any responsibility for loss or damage to the cake or items with the cake such as knives, decorations and stands, once the cake has been delivered to a venue or collected from our shop, or for loss, damage or non-delivery under unavoidable or exceptional circumstances. This in no way affects your statutory rights.