



Terms and Conditions – Section 1: Occasions

1.1 Ordering Procedure

All orders are subject to availability and acceptance. Please provide a valid email address and phone number so you can be contacted at any time, if necessary. Order forms are emailed once details are discussed and finalised between clients and Primrose Cakes. It is the client's responsibility to check accuracy of details when receiving the order form.

1.2 Payments

A minimum 50% non-refundable deposit is required to secure an order with its booked date (dates are subject to availability), unless otherwise stated. Deposits are required within 48 hours of receipt of the invoice or the date may be given to other orders. Deposits are strictly non-refundable. By paying the deposit, you are agreeing to all the terms and conditions outlined in this document. All payments can be made via PayPal, BACS, debit/credit card or cash. Invoices, order forms and receipts will be given to you via email, in person. Deadlines for outstanding balances will be outlined on your order form/invoice. Failure to pay the outstanding balance will result in losing your order. Please check all invoices or order forms before making a payment. Final payments are due 24 hours prior to collection or delivery. For payment via vouchers, see section 1.9 below.

1.3 Collections & Deliveries

Collections and deliveries are by appointment only or as stated for any seasonal orders. The appointment will be agreed between Primrose Cakes and the client at least 48 hours prior. Deliveries can be made in Ipswich and surrounding areas. There is a minimum delivery fee of £2.50 within 5 miles of Primrose Cakes, 45 pence per mile will be charged thereafter. Please note that due to various other commitments, delivery or collection times may not be changed within 48 hours of original arrangements. A signature may be required on collection or delivery to confirm cake has been received in the best and expected condition. Orders will be fully packaged for collection or delivery – photos of orders will be emailed in advance. Failure to collect or accept delivery of your order (i.e., not answering the door within 10 mins) will result in losing your order. Any payments made, including the deposit, will be retained.

1.4 Designs and Changes

Please ensure that any changes to the booking and/or cake design is made at least 1 month before the booked date. No changes or alterations can be made after these dates as some supplies may need to be prepared or purchased in advance. Any changes to your order, at any time, may incur additional charges.

Any information of non-edible items within or on the cake will be provided to the client, it is the client's responsibility to communicate with all parties who will be consuming the cake. Primrose Cakes is not responsible for any decorations added to the cake once delivered or collected.

1.5 Cancellations, Postponements & Refunds

Orders cancelled 2 weeks or more before collection/delivery will be refunded, minus the 50% non-refundable deposit. All deposits are strictly non-refundable. Deposits are taken to cover costs of materials, ingredients and any business lost if a cancellation needs to be made. Orders cancelled within 4 days before collection/delivery will be charged the full amount payable. Any delivery fees will not be charged or will be used to offset any payments that need to be made. Should a cancellation or postponement need to be made, deposits may be transferred to a later date within 6 months of the booked date.

If in the unlikely event your cake is not to the standard you expected, at least 75% of the cake needs to be left to review and if Primrose Cakes agrees the standard is not to expectation, you will be entitled to a full refund.

In the unlikely event that Primrose Cakes needs to cancel your order (for example, due to a serious illness), Primrose Cakes will give as much notice as possible if it is not possible to complete your order. Primrose Cakes will attempt to find an alternative, local business who can produce your order of an equal standard. You will be entitled to a full refund, including your deposit.

1.6 Ingredients & Allergies/Dietary Restrictions

Cakes are made with fresh ingredients (no added preservatives) for your booked date. It is recommended that you consume the cake within 48 hours (cupcakes within 24 hours) to get the best quality. Please follow storage instructions and advice given by Primrose Cakes specific to your order. A full list of ingredients and allergens for each order can be supplied upon request. Any information regarding allergens and non-edible items will be given to the client on collection/delivery, which can be communicated with all parties. It is the client's responsibility to declare any form of dietary requirement for the order. Please be aware that no cake can be declared 'free of allergens' as all cakes are made in an environment where allergens are used. However, the best care is taken to use allergen free ingredients and equipment, should you request it.

1.7 Location / Venue

It is the client's responsibility to ensure that the venue used is equipped with a stable surface for the cake to be displayed. Primrose Cakes is not responsible for the cake once it has been collected or delivered. A signature may be required from either the client or a venue representative on delivery should the client not be available.

1.8 Vouchers

Vouchers (also known as complimentary vouchers and gift vouchers), come under the above terms and conditions. It is the customer's responsibility to contact Primrose Cakes within the stated notice period and before the expiry date. Primrose Cakes is not responsible for vouchers that expire or vouchers that are lost and damaged. Additional purchases can be made that are beyond the value of the voucher, a quotation will be given, and payments taken accordingly. Complimentary vouchers must be handed in to Primrose Cakes on collection or delivery of an order. Failure to do so will result in full payment being charged to the customer at the value of the product being offered on the voucher. Gift vouchers must be given to Primrose Cakes on booking, bookings will not be confirmed until the voucher(s) are in Primrose Cakes' possession. Each voucher is tracked by an individual code or authorisation date to ensure no copies are made. Failure to collect the order (when a voucher has been used) will result in losing the purchase.

1.9 Privacy Policy / Data protection

All client's personal information and details (such as, addresses, telephone numbers, email address etc.) will be kept on file for up to 3 years. Primrose Cakes cannot access any bank details when paying with card via phone. Primrose Cakes will not share any of this information with other individuals or companies. Please read our privacy policy located on the website at www.primrosecakes.co.uk/privacy

1.10 Publicity and Advertising

Photos of your order will be shared on social media sites as well as Primrose Cakes' website and other advertising platforms. Should you send photos of your cake to Primrose Cakes, this will be seen as permission to share, unless otherwise stated by the client. Credit will be given to the photographer, if known at the time.