



TERMS AND CONDITIONS

THE DETAILS

Thank you for choosing Livvy's Cakes.

Please review the following which represent the agreement between **Livvy's Cakes** and you [the customer].

PLEASE READ THESE TERMS IN FULL

Please review your invoice, the date, the dessert flavors, fillings, size, design theme/style, and any attachments including inspiration photos. These details note the final decision made between **Livvy's Cakes** and customer for the order.

If, for any reason, you do not agree to any of the details noted in the invoice prior to payment, you are welcome to decline the order by sending a message via Instagram or email.

Orders cancelled after payment has been made are subject to the terms below.

Your payment serves as a signature & agreement to these



CANCELLED, POSTPONED OR RESCHEDULED ORDERS

In the event that you need to cancel, postpone or reschedule your order & **Livvy's Cakes** is notified less than 2 weeks in advance, we will honour your deposit and/or full payment made as a dessert credit note up to 6 months

Postpone: is to put off an event with date unknown.

Reschedule: is to schedule again with a new time & date set.

You are welcome to use your credit for any order placed within 6 months of invoice sent.
Rescheduling is subject to **Livvy's Cakes** calendar & availability.



DEPOSIT & FINAL PAYMENT

DEPOSIT

A 50% non-refundable deposit is due within a timely manner of your quote being sent in order to secure the order date.

Orders will not be confirmed & added to **Livvy's Cakes** diary until the deposit is paid in order to allow all interested customers a chance to book.

Your date may become unavailable in the event your deposit is not received.

FINAL PAYMENT

Final payment for your order is due before collection or delivery.



REFUNDS & INSPIRATION PHOTOS

NO REFUNDS

In no event shall **Livvy's Cakes** be required to refund any payment charged for any order. As noted above, in the event you cancel the order, postpone, or reschedule, a credit note will be added to your account to be used on future invoices within 6 months.

INSPIRATION PHOTOS

Any inspiration photos sent to **Livvy's Cakes** Sales will be used for inspiration purposes only. **Livvy's Cakes** will not fully mimic another artists work & the final design may differ slightly from the inspiration.



ALLERGENS & NON-TOXIC INGREDIENTS

Livvy's Cakes desserts may contain & come in contact with milk, wheat, gluten, eggs, nuts, soy & other allergens. If any of your guests have allergies, it is your responsibility to notify them of the risk & any possible allergens.

Please notify **Livvy's Cakes** of any allergens prior to placing your order.

Livvy's Cakes does not bake out of an allergen free kitchen therefore there is always the risk of cross-contamination.

NON-TOXIC INGREDIENTS

Dependent upon the design, your order may contain non-toxic items such as highlighter dust (typically used for drip & splatter). These products are used for enhancing decoration.



PACKAGING & CARE

CARE

Livvy's Cakes will notify you of care instructions prior to or during collection or delivery. You are responsible for providing a level surface & suitable environment for your desserts.

We strongly advice against placing your desserts outdoors or in direct sunlight. **Livvy's Cakes** is not responsible for any damages to your order due to outside elements.

PACKAGING

Your desserts/cakes will always be packaged appropriately and secure for travel. It is best to place your desserts on a flat surface such as the floor of the car or in the boot. Your desserts/cakes should never be placed on the seat of the car.



LIABILITY & CHANGES

LIABILITY

Livvy's Cakes is not liable for any damage that may arise related to your cake/desserts once your order has been collected or delivered.

CHANGES

It is your responsibility to thoroughly review all details of your order prior to payment. If **Livvy's Cakes** is not notified of any changes to be made prior to submitting final payment, we will assume your agreement and move forward with fulfilling the order according to the details agreed when booked.



SERVINGS & DECOR

SERVINGS

The serving size noted on the order form is based on personal research. **Livvy's Cakes** is not responsible for cake serving shortage.

INEDIBLE DECOR

Silk florals, support dowels, metallic spheres, cake toppers, plastic figurines & any other inedible decor products are to be removed from your order prior to consumption. You acknowledge that these are not food products and may be harmful if consumed.



COLLECTION & DELIVERY

COLLECTION

Please note that **Livvy's Cakes** schedules orders & plans around your designated pickup time. If you are more than 20 minutes late & **Livvy's Cakes** is unavailable, you will have to agree to pick your order up at another time based on my availability & schedule. This may mean that pickup will have to be rescheduled for another day based on availability. To avoid this, we ask that you arrive on time to pick your order up.

DELIVERY

Please ensure that the delivery address includes all necessary details. If we are not able to deliver due to an incorrect address or details, you will be required to pick up your order based on **Livvy's Cakes** schedule & availability.





Thank you so much for your support!

My business would not be what it is without
you, my customers!

From Olivia xoxo

