**Terms and Conditions.**

Full terms and condition for Ivory Rose Cake Company are detailed below and by booked an order it will be deemed that the terms and conditions have been read, understood and accepted by you the customer.

Prices.
All payment must be made on the agreed dates, failure to pay by the agreed dates will result in your order being cancelled. Payment can be made via bank transfer, PayPal or in cash.

Cancellations.
If you need to cancel your order, please let us know as far in advance as possible. Upon cancellation, we have the right to retain your non-refundable deposit. If cancellation takes place less then 72 hours before then event, we receive the right to seek 100% of the order value. To cancel an order, you will need to do so in writing and will take effect from the date this is received.

If you postpone your event and require your order at a later date, I will endeavour to accommodate your request providing the date is available. In the event that this is not possible, this will be treated as a cancellation and follow the cancellation terms as outlined above.

Design.
It is your responsibility to confirm you are happy with the design details that are agreed between us. Any amendments you would like to make, must be submitted and agreed in writing at least 72 hours before the collection date. If the change in design has an impact on the cost, I will advise you of the adjustments to your remaining balance and this will need to be agreed by yourself in writing before alterations can take place.
Where design inspiration is taken from images of cakes found on the internet, we will create a cake bespoke to you based on the guidelines of this design, we will not copy or imitate another cake decorators work out of respect the original designer.

Damage.
Cake decorations are very delicate items and we cannot accept responsibility for damage caused to the cake or the decoration once it has left our premises.

If any damage is caused to the cake once it has left our premises, you can contact us and request a repair. The repair will be costed accordingly including any transport costs if necessary.

Portion Guide.
Portion guides are an approximation only; the final serving number will vary depending upon how the cake is cut.

Best Before Dates.
As our cakes are made of natural ingredients they do not have the extended shelf life of shop brought cakes that contain additives and preservatives. All cakes are baked to ensure it is fresh for the date of your event and I cannot guarantee the quality if consumed more than three days after the event.

Fondant covered cakes should not be refrigerated as this will cause condensation to form on the surface and will affect the visual appearance of the cake’s finish.

Complaints.
Should you be unhappy with any aspect of your order, please notify us on collection/delivery of the cake so that we are given the opportunity to rectify the problem in time for the event. Any other concerns should be made in writing with evidence to support the fault.
Refunds will not be issued for a change of mind.

Chocolate.
If you have ordered any of our chocolate products or if your cake is decorated with chocolate, we cannot be held responsible for any melting once it has left our premises. We have no control over the environment or venue temperature and would recommend extreme caution be taken if ordering chocolate products in the summer months.

Allergies and Special Dietary Requirements.
All cakes contain gluten, dairy and eggs. We are able to take requests for allergen or intolerant free products where we can illuminate the use of allergens in the products, however we cannot guarantee that any product would be completely free of these allergens as they will be prepare in a domestic kitchen where these are present.

Non-Edible Items.
Many cake designs will contain non-edible items (such as, but limited to support dowels in tiered cakes, ribbon and cocktail sticks etc.) you will be advised of any non-edibles that are included in your order but it is your responsibility to ensure these are removed by yourself/caterer/guests prior to consumption.

Delivery and Collection.
Collection is available for all products from our premises, 2 West View, Nuneaton, CV10 0PZ. If you chose to collect, we will not be help responsible for any damages once is has left the premises.
Delivery is possible for your orders, for CV9, CV10 and CV11 postcodes at no additional cost. Delivery is possible further afield then these postcodes for additional delivery costs to be agreed in writing upon booking. Delivery charges will be calculated on a milage and time basis.
If you chose to have your cake delivered, we cannot be held responsibility for any damages incurred after delivery. We will ask for the product to be checked by someone responsible on arrival, ensure they are happy with this and sign a waiver stating this before we leave the premises.