

The Little Sugar Box

Beautifully designed wedding cakes

TERMS AND CONDITIONS

All sales made by The Little Sugar Box are subject to the following Terms and Conditions.

PAYMENT AND DEPOSIT

The price for the order shall be clearly stated on your order form. You agree to pay the full price to The Little Sugar Box in accordance with the order form after the details are checked and agreed by you.

All wedding cake orders require a non-refundable deposit of 25% of the total bill.

All deposits become due when the order has been placed and details checked and agreed by you. All orders are deemed to have been accepted only when the deposit has been paid.

For orders with less than 6 weeks notice, the full payment is required on confirmation and is non-refundable.

Payment can be made by bank transfer, cash or cheque. Cheques must be cleared before any work can commence.

Automated payment

Account : 01134455
Sort Code: 30 90 89
Account Name: The Little Sugar Box

FINAL PAYMENTS

The final balance must be paid 6 weeks before completion although payment can be made earlier if you wish. This payment is non-refundable

NON-PAYMENTS

If the payment is declined or not received 6 weeks prior to order completion, the order will not be completed or released until the payment has been made in full. Completion of the order will then become subject to availability and cannot be guaranteed. The Little Sugar Box accepts no responsibility for any losses or non-delivery under these circumstances.

We may charge interest on overdue invoices from the date when payment becomes due until the date payment is received. Should your cheque be dishonored and returned unpaid by the bank, we shall be entitled to charge a fee of £25 per dishonored cheque in addition to interest.

CANCELLATIONS AND ALTERATIONS

Please take the time to check the copy of your order form carefully and advise us of any changes or queries immediately. Alterations will be assessed and you will be advised of any price increases.

Alterations requested during the 6 week period before completion of the order, will automatically be subject to a surcharge. Wherever possible we will accommodate any changes but late changes cannot always be guaranteed.

Please note that any changes you wish to make to your order must be confirmed in writing or by email.

If a cancellation is made before the date that the final balance is due, the deposit payment remains non-refundable and any specially ordered items and work already undertaken in accordance with your order is chargeable in addition. For cancellations with less than 6 weeks notice before the completion date, the full balance is payable. If you wish to cancel your order, this must be confirmed in writing or by email.

DELIVERY

It is your responsibility to ensure that you have given us correct delivery information, and that someone is available to receive your cake at your Venue. A signature will be required to say that the cake has been delivered and is in perfect condition.

Once delivered and signed for, the full responsibility for the safety of the order is with yourself or the Venue and The Little Sugar Box is not liable for any damages thereafter.

We are able to offer personal delivery to Kent. To the remainder of the UK Mainland, delivery is by courier. In the event that your cake is delivered by courier, please check that your cake is in perfect condition, as once signed for any compensation for damages will have to be claimed from the courier by you.

COLLECTION

You may choose to collect your cake from The Little Sugar Box. Your order may be collected at a pre-arranged time between Monday- Friday 9am-5pm. If you wish to collect outside of these times please contact us and we will do our best to help.

A signature is required upon collection confirming that the cake has been collected in perfect condition. Once collected, the full responsibility for the cake is with yourself and The Little Sugar Box is not liable for any damages thereafter.

Note – We recommend using an air-conditioned vehicle to ensure that temperatures are correct for your cake during its transportation. The cake must travel on a flat area and must not be tilted.

SET UP

The Little Sugar Box cannot be responsible for the location of the cake at the venue. It is important to give some thought to how and where it will be presented at your venue. The wedding cake is traditionally presented on a stand, placed on a table with a clean tablecloth and the table must be positioned on stable ground. Please liaise with your venue to ensure the above is in place.

Please also remember that chocolate covered cakes can melt in warm conditions and when set up in direct sunlight.

DAMAGES

In the unlikely event that the order arrives damaged, it is your responsibility to report the damage to us within 48hrs and send photographic evidence of the damage within 7 working days if you wish to claim a refund.

COPYRIGHT

By signing the order form you agree that no other person has entitlement to copy the design produced by The Little Sugar Box or make use of any image, photograph, design or other documents without the prior written consent of The Little Sugar Box

PUBLICATION RIGHTS

All rights of any original designs created by The Little Sugar Box shall remain the exclusive rights of the company. Our client has no ownership rights over any cake design. We reserve the right to use any image of the cake made by ourselves for publication after the delivery date unless previously agreed in writing between us and yourselves.

VIEWING

Please note that sponge cakes will not be completed until the day prior to your wedding to ensure that the cakes are as fresh as possible. An email will be sent to yourself the day before the wedding with a photograph of your cake. The Little Sugar Box accepts no liability for any omissions or errors on the cake if the photograph is not viewed by yourself prior to the wedding

ALLERGIES

Our wedding cakes contain butter, gluten (wheat) and eggs and are made in an environment that handles nuts, soya and alcohol. The Little Sugar Box accepts no liability for customers suffering allergic reactions from eating our cakes. It is your responsibility to ask for more information with regards to ingredients if you suffer with allergies.