



Vanilla Blossom Bakery

Terms and Conditions

All Cakes made by Vanilla Blossom Bakery are subject to the following terms and conditions. By making payment, it will be deemed that the terms are understood and accepted as applying to your order.



Ingredients and Serving Sizes

All of our cakes contain gluten, eggs and dairy products and are not suitable for those suffering from intolerance or allergies to these particular foods. Please be aware that our cakes may contain traces of nuts and/or nut oil, artificial dyes, flavorings and other allergens not listed. It is the customer's obligation to inform Vanilla Blossom Bakery in a written form for any dietary requirements and notify guests of potential allergy hazards. Non-edible items may be used as decorations or packaging for the cakes. It is the clients responsibility to ensure that any non-edible items are removed prior to consumption. Vanilla Blossom Bakery is not responsible for bodily injury, property or consequential damages. The recommended serving size is 1"x1" for wedding slices and 1"x2" for party slices. Party slices are usually larger servings. Serving size estimations are not guaranteed to be exact. VBB is not responsible for a shortage of cake if the pieces are cut too large. Please let us know how many people you will need to feed so we can recommend an appropriate sized cake.

Storage

Sugar paste/fondant is not designed to be refrigerated. Cakes with this icing should be stored in a cool dry place, preferably in the box they were supplied in. Refrigeration may cause colors to run or fondant to sag.

Buttercream cakes should be kept refrigerated to avoid icing from melting. The client is responsible for providing a stable and level table in a cool, safe environment. Please keep in mind factors such as wind, rain, temperatures, pets, bugs, or other situations if your event is outdoors. Cakes are not meant to be kept outside in hot climates and should not be displayed in a hot climate until you are ready to cut and serve.

Orders

Vanilla Blossom Bakery is a home based business that operates from Sandy, Utah. Because of this, we must follow all of the states Cottage Food laws. At least two weeks notice is required on all orders, however we may accept short notice orders subject to the availability of the date requested. A fee may apply for short notice orders or for last minute significant changes to cake design. Any cake ordered from a picture or photo of a cake produced by any other cake maker, can only be reproduced by Vanilla Blossom Bakery as our interpretation of that cake and will not be an exact reproduction of the cake in the picture or photo. VBB reserves the right to make any last minute adjustments to the cake as needed. We do photograph our cakes and we reserve the right to use any photographs for display or promotion without compensation to you.

Retainers and Final Balance Payments

We require a nonrefundable 50% retainer on all cake orders. This amount holds your date and also helps to cover ingredients and supplies for your order. The retainer is deducted from the final balance payable. Your event date is considered "booked" upon receipt of the full retainer. Payments can be made at any time after order is placed. Final balance due must be collected seven days before delivery date.

If the cake is booked seven days or less before the event, the retainer will equal 100% of the total cost. If the client fails to make payments, Vanilla Blossom Bakery will cease work, the order will be canceled, and no refund will be given. Invoices are sent securely through Square, which accepts all major credit/debit cards.

Cancellations and Refunds

All payments are transferable, which means you may change your date if something comes up as long as the date is available. Date changes or cancellations must be made at least one week prior to delivery date, and it is the customer's responsibility to notify us of these changes. If an order is canceled with at least seven days notice, a refund will be given for all payments placed, in exception to the non-refundable deposit. The client will have a grace period of three days after the payment date to pay balance owed before order is canceled. Late payments will be charged a 5% fee. Vanilla Blossom Bakery will not deliver a cake if payments have not been paid in full.

Vanilla Blossom Bakery is not responsible for any delay or inability to deliver based on natural disasters, accidents, transportation issues, inclement weather, illness, death, or any other circumstance beyond our control. If VBB has completed the cake but it can't be delivered due to uncontrollable circumstances, the client will be refunded 80% of the total cost.

Collection/Delivery

Delivery is preferred to ensure safe transportation of your order, however, the client may insist to collect the cake themselves. Please be advised that once the cake is no longer in our possession, it is not our responsibility and we will not be held liable for any damages that may occur. Once the client or the designated party has the order in their possession, they will assume responsibility for the cake. It is the responsibility of the person receiving the cake to make sure the cake is satisfactory and they will be asked to sign this form upon collection. Once an order has been delivered or collected by you or the designated party, it is considered as accepted and refunds will not be honored.

Vanilla Blossom Bakery promises the best product and service we can provide. It's always our goal to exceed your expectations and we truly believe a referral is the best compliment. Your order is very important to us so please be sure to look over the event and cake details in the invoice/contract to make sure that everything is correct. If you find any mistakes, let us know immediately. By making payment, it will be deemed that the terms are understood and accepted as applying to your order.

By signing below, I am acknowledging that I am the person responsible or represent the person responsible for all payments and collections regarding this order. I have received my order from Vanilla Blossom Bakery and it has met my expectations. I hereby release Vanilla Blossom Bakery for being held accountable for my order, should any damages occur.

Printed Name: _____

Signature: _____

Date: _____