



Terms and Conditions of Sale

Prices & Ordering

Once your order has been finalised, you will receive an invoice that confirms the details of your order and the price agreed. You agree to pay the company the price quoted. All of our prices exclude VAT. We will inform you if we become VAT eligible. As all our cakes are handmade, they may vary slightly in shape and size. A minimum notice period of at least 2 weeks is required for all cake orders including treats by post orders. Full payment will be due at time of ordering if at minimum notice periods. Your details will be kept on file for the purposes of processing your Order and to notify you of any future offers that we may have, as detailed in our Privacy Notice available on our website. If you do not wish to do this, please let us know.

Bookings & Deposits

All orders require a non-refundable deposit of 25%, excluding those orders with less than 4 weeks' notice when full payment will be required at the time of booking. All Orders and Booking Dates are only secured with a non-refundable deposit. Once all deposits are received and cleared, your booking date will then be fully secured, and confirmed by a calendar invite.

Final Payments

The full Balance is due 4 weeks prior to the cake delivery date as specified on your invoice, or immediately if less than 4 weeks. Your invoice email will have the date that the full balance is due. A reminder of the final amount will be emailed to you no less than 7 days before payment is due. Failure to make payment of the remaining balance may result in your order being cancelled and your date being made available to someone else. Electronic payment methods are accepted. Unfortunately we are unable to accept cheques or cash. Once payment has been received an confirmation receipt will be emailed to you.

Late or Non-Payments

Late or non-payments could result in the loss of your booking date. In the event of a late or non-payment, the order will not proceed until alternative funding has been agreed and payment made in full. In these circumstances, subsequent completion of the order on the required date will not be guaranteed and becomes Subject To Availability.

Cancellations

All cakes

- 4 weeks or more notice: the 25% non-refundable deposit will be retained
- Less than 4 weeks: 100% of the total cost is payable

All Cancellations must be made in writing. Verbal phone cancellations will not be binding.



Change of Celebration Date

If, for any reason you wish to re-arrange the date of your celebration, we will try our best to accommodate these changes without any additional charges provided sufficient notice is given and that we can provide a cake for the rearranged date. If however, we are fully booked on the revised date and cannot provide a cake, it will not be possible to refund your deposit. If you cancel your order after requesting a change of date then no refunds will be made to you (the client) under any circumstances.

Delivery/Collection

We will deliver at the time and address agreed with the customer on the invoice. If we can't deliver because there is no one to receive the product or the address provided is wrong, the product will return to our bakery and will be held for a maximum time of 24 hours, after which they will be disposed of.

Cakes should be inspected on receipt to ensure that they were not damaged in transit, as you (or any third party taking delivery, e.g. family/friend, event planner etc) shall be solely responsible for any damage to any products which occurs (i) after the delivery or collection of any product and/or (ii) as a result of failure to follow instructions/advice that we may give in respect of storage or setting up or further transportation of the cake.

In the event that you collect from us, your order may be collected at a pre-arranged time as agreed on your Invoice. Should you wish to change the collection details we will do our best to accommodate, but cannot guarantee availability. Once a cake has been collected, Little Chimes Bakery will not be responsible for any damage caused or incurred during transit.

Postable cakes (Treats by Post)

These will be posted to you using a next day tracked delivery service in appropriate packaging, and we will provide confirmation of the delivery date and tracking by email. It shall be your duty to examine the Treats upon delivery to ensure that the delivery is complete. Little Chimes Bakery will not be responsible for any damage caused or incurred by the postal service during transit.

Food Allergies/Intolerances & Dietary requirements

Any food allergies/intolerances and dietary requirements must be advised in advance, and confirmed on the invoice. We mainly use ingredients suitable for a vegetarian diet. We employ strict care at Little Chimes Bakery to avoid any cross contamination, but cannot guarantee that products are free from any allergen, as it is a home kitchen. Allergen lists for ingredients are available to view on the website, or highlighted on stickers for deliveries by hand, or full information included in postal boxes. If you have any queries about the ingredients or would like to discuss requirement further, please email littlechimesbakery@gmail.com