CAKE-NANIGANS



CUSTOM CAKERY

Custom Cake Policies

EACH CUSTOM CAKE IS UNIQUELY DESIGNED. YOU MAY PROVIDE A PICTURE FOR INSPIRATION, BUT WE WILL CHANGE A FEW THINGS TO PROTECT ARTIST INTEGRITY. WE WILL PROVIDE A DIGITAL OR HAND DRAWN SKETCH OF YOUR CAKE WITHIN 48 HOURS OF YOUR PAID DEPOSIT. REVISIONS WILL BE ACCEPTED UNTIL YOU ARE SATISFIED WITH THE DESIGN. ONCE WE AGREE ON A DESIGN, ADDITIONAL REVISIONS WILL NOT BE ACCEPTED.

- $50 **NON-REFUNDABLE** MATERIALS DEPOSIT DUE AT TIME OF BOOKING. ONCE THE DEPOSIT IS PAID, YOUR DATE IS SECURED. **WITHOUT DEPOSIT YOU DO NOT HAVE AN ORDER!**

- **REMAINING CAKE BALANCE MUST BE PAID IN FULL AT LEAST ONE FULL WEEK (7 DAYS) PRIOR TO DATE NEEDED**. **IF THIS IS NOT FOLLOWED, YOUR ORDER WILL BE CANCELLED** BECAUSE WE NEED AT LEAST 7 DAYS TO CREATE YOUR EDIBLE WORK OF ART. NO REFUND WILL BE ISSUED, BUT WE WILL ALLOW A REPLACEMENT ORDER OF EQUAL VALUE WITHIN 12 MONTHS OF ORIGINAL DATE. REMAINING BALANCE MUST BE PAID AT TIME OF RE-BOOK.

- IF YOU REQUEST A CAKE **LESS THAN 10 DAYS PRIOR TO THE DATE NEEDED, FULL PAYMENT IS DUE AT TIME OF BOOKING AND $35 RUSH FEE WILL BE ADDED.** WHEN YOU ARE REQUESTING A RUSH ORDER**, PAYMENT IS NONREFUNDABLE.**

- WHEN HAVING YOUR CAKE DELIVERED, PLEASE BE AT VENUE AT SCHEDULED TIME. THINGS HAPPEN, BUT PLEASE COMMUNICATE WITH ME IF YOU WILL BE LATE. **15 MINUTES AFTER DELIVERY TIME, WITH NO COMMUNICATION FROM YOU, YOU WILL FORFEIT YOUR CAKE AND PAYMENT**. TO AVOID THIS ALWAYS TEXT OR CALL TO KEEP US INFORMED ON ESTIMATED TIME OF ARRIVAL AND WE WILL DO THE SAME.

- FOR YOUR CONVENIENCE **WE DELIVER ALL ORDERS STRAIGHT TO YOUR VENUE. WE DO NOT ALLOW PICKUP BECAUSE WE WANT TO ENSURE YOUR CAKE ARRIVES IN THE WAY THAT IT WAS INTENDED.** NO ADDITIONAL DELIVERY FEE REQUIRED UNLESS DELIVERY IS MORE THAN 40 MILES OUT OF FAYETTEVILLE, NC. FEE WILL BE ADDED AT.56 CENT PER MILE OUTSIDE OF 40 MILES.

- **WE DO NOT PROVIDE MONETARY/CASH REFUNDS AT ANY TIME FOR ANY REASON DUE TO THE CUSTOM NATURE OF OUR PRODUCTS**, BUT IF YOUR ORDER IS DELIVERED AND YOU DECLINE TO ACCEPT IT FOR QUALITY ISSUES, WE WILL ALLOW THE AMOUNT PAID TO BE CREDITED TO A FUTURE ORDER WITHIN 12 MONTHS FROM ORIGINAL DATE. **IF YOU WANT A CREDIT REFUND, YOU CANNOT KEEP THE CAKE. IF YOU TAKE THE CAKE, YOU HAVE ACCEPTED IT AND NO CREDIT REFUND WILL BE ISSUED.** IF THERE IS A TASTE ISSUE WITH THE CAKE, **AT LEAST 90% OF THE CAKE MUST BE RETURNED WITHIN 24 HOURS TO RECEIVE A STORE CREDIT REFUND**. IF IT HAS BEEN CONSUMED PAST 10% OR IT IS NOT RETURNED WITHIN 24 HOURS NO STORE CREDIT REFUND WILL BE ISSUED.