



Terms and Conditions

Quotations

- Please ask for a no obligation quotation. Quotations are valid for 7 days. After this time Sweet Harmony Cakes reserves the right to withdraw the quotation and provide an alternative.
- Please ensure that you specify the date you would like the cake to be ready for/collection on, rather than the date of the event itself
- Please check you are happy with the information on the quotation before paying your deposit as **deposits are non-refundable**.
- Any changes made to the details on the quotation may affect the final price.
- Any cake ordered from a picture or photo of a cake produced by any other cake maker can only be made by Sweet Harmony Cakes as our interpretation of that cake and will not be an exact reproduction.

Deposits and payments

- Non-refundable deposits are 50% of the order placed, up to a maximum of £50
- Please note, your order will not be considered booked until the deposit has been received and funds have cleared
- Final balance is due:
 - 1 week prior for orders up to £100
 - 4 weeks prior for orders over £100
- Payments can be made via bank transfer (please ask for account details), paypal or cheque (please allow 10 extra working days from receipt for funds to clear)
- A receipt and invoice will be sent after the deposit has been received stating the balance due date.
- Your final balance must be paid by the date specified to ensure that your item(s) are ready for the date agreed. It is the customer's responsibility to

organise this payment. Sweet Harmony Cakes will not be responsible for chasing final payment.

Cancellations

- Deposits are non-refundable and cannot be returned if an order is cancelled
- Orders up to £100
 - Cancellation made with 7 days or more notice: deposit retained
 - Cancellation with less than 7 days notice: full payment retained
- Orders over £100
 - Cancellations made with 28 days or more notice: deposit retained
 - Cancellation with less than 28 days notice: full payment retained

Collection/Delivery

- For celebration cakes and cupcakes, Sweet Harmony Cakes offers collection only, from Lordswood, Chatham. For Wedding Cakes delivery and set up at the venue is possible if agreed at time of ordering. An extra fee will be charged for mileage and set up time. It is the customer's responsibility to ensure that any delivery details are correct.
- Collection times should be agreed at the time of ordering. Any changes to these plans need to be discussed with Sweet Harmony Cakes and agreed 5 working days in advance of collection/delivery date
- The customer will sign stating that they are happy with the condition of the cake(s) on collection and will then be responsible for the item(s) once it has been collected

General

- Sweet Harmony Cakes retains the right to use any images of the products created by them to promote themselves on the Sweet Harmony Cakes website, Facebook or any other promotional medium.