

## AGREEMENT

This document, known as the "Custom Cake Contract," is an agreement between Coxon's Cakes and the Client. Coxon's Cakes agrees to deliver the agreed-upon cake(s) on time, and the Client agrees to pay for the production and delivery of the cake(s). The terms and conditions outlined below apply.

## CONTACT POLICY

Only the client(s) or their designated event planner, if applicable, is authorised to place an order or make changes to the agreement. Other individuals, such as family members or friends, are not allowed to contact Coxon's Cakes directly regarding the order and/or any changes to the order.

## CAKE SIZE

The size of the cake tiers will be adjusted to ensure the correct number of servings based on an industry-standard slice. Coxon's Cakes is not responsible for any cake shortage due to incorrect guest counts or failure to cut industry-standard-sized slices. The required number of slices will be discussed and confirmed during consultation, and a cutting chart will be provided when the cake is delivered.

## SERVICE PACKAGE

The services included in the custom cake package are:

- Consultation;
- Cake tasters (if requested);
- Finished Cake(s) tailored to your specifications;
- Delivery and set up (if required ) within a 50-mile radius, surcharge applies;
- One final appointment 4 weeks before delivery date

## EQUIPMENT RENTAL

If the cake requires equipment such as columns, cake plates, or a stand, a £100 security deposit must be paid with the final payment. The deposit will be refunded upon the return of the equipment within one (1) week after the event. The security deposit is forfeited if the equipment is returned late, broken or not returned at all.



## **DESIGN CHANGES**

Changes to the size of the cake and any designs can be made up to four (4) weeks before the event date. These dates will be confirmed during consultation. After these deadlines, both the design and size are set and can no longer be changed. Charges will apply applicable to relevant to changes made, where necessary.

## **PAYMENTS AND CANCELLATION POLICY**

A nonrefundable deposit of £100 is required to place an order, with the remaining balance due four (4) weeks before the delivery date. Orders placed less than two (2) months before the delivery date require full payment upon ordering.

## **DELIVERY AND SET UP**

We provide delivery and set up (if required) at 75p per mile (each way) and a set-up fee of £6 per 30mins (rounded up). We request that the cake table be ready for us when we arrive. This is to ensure no delays as we often have multiple deliveries due per day. The client must provide clear delivery instructions and inform Coxon's Cakes of any adverse conditions that may affect our ability to safely deliver the cake (i.e. cobbled roads, dirt paths etc). After satisfactory delivery and setup by Coxon's Cakes, the client assumes responsibility for the cake's condition. A signature is required once set-up is complete, this can be provided by an appropriate member of staff at the venue. It is the clients responsibility to ensure such member of staff is available to accept handover of the cake.

If no one is available to accept the delivery of the cake, or if we cannot gain entrance to the venue, we will return the cake to the bakery - at which point the responsibility of collecting the cake becomes the clients.

## **OUTDOOR DELIVERY DISCLAIMER**

Coxon's Cakes is not responsible for the condition of products following outdoor setup due to weather conditions or other environmental factors. Products may not hold up, and conditions cannot be insured past satisfactory delivery.



## DAMAGES

Coxon's Cakes is not responsible for any damages caused by guests, caterers, or individuals not employed by Coxon's Cakes. The client must ensure a proper and secure environment for the cake(s).

## PHOTOGRAPHY

Coxon's Cakes reserves the right to use photographs of the finished cake for promotional purposes without compensation. By agreeing to this contract, the client acknowledges and grants permission for the use of such photographs.

If you would like to opt out of this please tick here:

## LIABILITY

Coxon's Cakes aims to provide a high-quality product and service; however, we are not liable for unforeseen circumstances beyond our control, including but not limited to inclement weather, transportation issues, or Acts of God. While every effort will be made to ensure timely delivery, a delay in transit due to these unforeseen circumstances does not warrant a discount or refund.

## CLIENT RESPONSIBILITY

The client bears the responsibility of ensuring the removal of all non-edible cake decorations, including, but not limited to, sugar flowers, dowels, rods, boards and ribbons prior to cutting and serving the cake. It is imperative to refrain from consuming any decorative elements.

## ALLERGIES

Products provided by Coxon's Cakes may contain or come into contact with allergens such as milk, wheat, nuts, cocoa, or others. While diligent efforts will be made to accommodate known allergies, there is no designated allergen free area within the premises and cross-contamination may occur. Therefore, it remains the client's complete responsibility to communicate potential allergens to guests. Coxon's Cakes assumes no responsibility for any allergic reactions.



## CAKE STORAGE

After delivery or pickup, the client must store the cake properly. Keep it in a cool, dry place, away from direct sunlight and heat sources. Refrigerate cakes with perishable fillings or frosting. It's recommended to store the cake in its box until ready for display to protect it from environmental elements. Coxon's Cakes is not responsible for any damage or deterioration after delivery or pickup, including issues due to improper storage.

The sketches provided serve as artistic representations of the intended cake(s). It's important to note that the final product may exhibit variations based on the designer's creative interpretation and structural requirements. Despite potential deviations, every effort will be made to uphold the overall aesthetic and appearance of the cake(s). By submitting payment for the cake(s), the client acknowledges and accepts that unforeseen creative adjustments may be made by the designer to ensure the stability and integrity of the final product, particularly in the event of emergencies or unforeseen circumstances.