

Terms & Conditions

Deposit & Payments

I require a non-refundable and non-transferable deposit of £50 to confirm your booking and to hold your date. The balance must be paid 4 weeks prior for weddings and 7 days prior for celebration cakes. Payments are accepted before these deadlines also.

Quotations

Quotations are initially given on a 'from' basis. Once we have discussed your design ideas and flavours, I will issue you with a quote. Should you wish to make any amendments to your design, I will re-quote if there are any changes.

Refunds & Cancellations

Unfortunately, I do not offer refunds unless there is an issue where I am at fault. If, in the unlikely event, you are dissatisfied with your cake, please email me nicola@rubyandpearlcakeart.com and we can discuss. You must get in touch within 24 hours of collection and have photographic evidence to defend your complaint.

Should you wish to cancel your order, please do so up to 4 weeks prior to delivery for wedding cakes and up to 14 days prior to the date of collection for celebration cakes. If your booking isn't cancelled within this time frame, you will be expected to pay your order in full.

Design Amendments

Amendments to the design of your cake must be made 4 weeks prior to your event and must be received in writing. If these changes effect the final cost of the cake, you will be issued with a revised quote to consider.

Cake Samples

Sample boxes are available to order for wedding cakes only. Boxes are £30 each including p&p (subject to change) and include 4 flavour combinations of your choosing from my menu. Samples are made on a batch basis and are available to order twice a year.

Delivery & Collection

All wedding cakes are delivered and set up on site by myself. I will issue you with a quote for delivery and set up cost. This will be based on the fuel cost* and the cake set up time. Once your wedding cake is on site and set up to my standard, I am no longer responsible for the cake. I will take a number of detailed photographs before I leave the venue. I am not responsible for any damages incurred at the venue.

**Fuel cost could be different at the time of delivery*

Celebration cakes should be collected from my business address. If you require delivery, please ask and this option can be discussed. I cannot take responsibility for your cake once it has left my premises. Detailed photographs are taken prior to collection.

Cake Care

When collecting your celebration cake, please ensure you place the cake in either the boot of your car or in the passenger footwell. Do not ask someone to hold your cake and do not place your cake in any of the seats in your car. Your cake must also be kept flat and cool during transit. Air conditioning is recommended, especially during the hot summer months (even in Scotland!). Once home, I recommend keeping the cake in a cool place (the fridge is ideal) and bring out 2 hours before eating. Your cake will last up to 4 days at it's best and up to 7 days in total. Please wrap any remaining cake in cling film or similar, put in an air tight container and keep in the fridge.

Non Edibles

Your cake will most likely have non edible elements such as: plastic and wooden dowels, flowers, florist tape and cocktail sticks; acrylic or wooden toppers and other theme-based decorations like toys or figures etc. Please remove these elements before eating.