



trudy@thechainlanecakeco.co.uk
07771 540877

Terms & Conditions

- Contact details:** Trudy Smith, Hollycombe, Chain Lane, Battle, TN33 0HG, 07771 540877
01424 775030, trudy@thechainlanecakeco.co.uk
- Payment:** A deposit is due to secure the date of the booking. This deposit is non-refundable. The amount will be for 50% of the total order price unless otherwise stated. The balance is due no later than 1 week before the deliver/collection date.
- Refundable deposits:** For items that are being hired such as cake stands a deposit must be paid when ordering. This amount will be refunded once the item has been returned provided the item is in the same condition it was hired out in. Generally a hired item must be returned within 7 days of the event unless otherwise agreed. If it is returned after this time no refund will be issued.
- Delivery:** If the cake is delivered by The Chain Lane Cake Co. then the cake will be their responsibility until the cake has been delivered and set up. A disclaimer form will need to be signed upon delivery either by the customer or a member of staff at the venue to confirm that they are happy with the cake and that it is in a good condition with no damage. Once delivered it is no longer our responsibility. If the cake is collected by the customer then once it has been collected it is no longer The Chain Lane Cake Co.'s responsibility.
- Transportation:** It is recommended that the cake should be placed flat in either the boot of the car or the passenger foot-well. If you have non-slip mats these are useful to prevent the boxing from sliding around. It should not travel on a passenger's lap and its advisable for it not to be placed on a seat either. Please drive with care. Avoid breaking hard or turning too fast.
- Storage and Setup:** Decorated cakes should not be stored in a refrigerator. If the cake is not to be displayed straight away, it should be stored in a cool, dry room, out of direct sunlight somewhere where it will not be moved or knocked.
- Best before dates:** Decorated rich fruit cakes will keep for several months, but sponge cakes should ideally be consumed within 3 days of the event for maximum freshness. The cake has previously been frozen as part of the decorating process so it is not recommended for it to be refrozen although it is possible.



trudy@thechainlanecakeco.co.uk
07771 540877

- Allergy info:** We cannot guarantee that our cakes are made in a nut free environment do it is the customer's responsibility to check whether their guests have a nut allergy before serving it. We do not make allergy free cakes.
- Non-edibles:** The customer will be informed of any non-edible decorations such as dowels and posy pics and it will their responsibility to remove them before serving the cake.
- Cancellation:** Deposit will be refunded if cancellation is within 2 weeks (unless it is a short notice delivery. If the order is cancelled up to 2 weeks before the event the deposit would not be refunded. If the order is cancelled with less than a week's notice then the full amount paid would be kept.
- Complaints:** If there are any complaints about the cake the customer must contact The Chain Lane Cake Co within 48 hours of delivery/collection and at least 75% of the cake must be returned to us for independent examination if a refund is required. A full refund will be given if any fault is found with the quality of the cake.