

Terms and Conditions:

Retainer Deposits & Payments

- Cakes, treats, party favors, and cake push pop baskets under \$150 require payment in full.
- Retainer deposits and payments are non-refundable. Fifty percent retainer deposit required for cakes over \$150. Balance due at pick up for all cakes except wedding cakes and promotional cakes, which amount is due in full prior to pick up. Wedding cakes – deposit of half and balance due a week before wedding date.

Cancellation/Changes:

- Cancellation/changes of a cake, treats, party favors or cake push pop baskets order requires one to two weeks notice. If you need to cancel within the two weeks period your retainer deposit is nonrefundable. All monies can go towards a future cake order if the date is available, in which, you have up to 6 months to change the date. If flowers or other items for your cake have already been made you will be charged for those items, which will be taken out of your deposit.

Rush Order:

- Rush order fees will apply if your order is within 7-10 business days. If fees are not paid you will not receive your product.

Party Favors:

- We always send a proof for approval prior to printing an order. Once we send the proof minor changes can be made. For example, spelling mistakes, minor color changes, photo placement, adding or removing small/simple elements of the design, or font choice are minor changes.
- Major design changes will result in a design fee of \$20+. For example, complete theme changes, changing a photo that has already been edited, changing your items, or multiple design changes would be considered major changes. We allow up to 48 hours for approval, once 48 hours has passed the order will be shipped as is.
- If you cancel your event after designs are made, you will have to forfeit a \$25 design fee. I am aware that the processing time is 2-3 weeks.
- Due to our favors being handmade, we do not accept returns or allow cancellations.
- If your event changes, and you need to update the theme or items in your order, you may do so if your order has not been started. If the date provided is the same day as the event, we are not responsible if your items do not arrive in time for your event. Please feel free to reach out with any questions or concerns with your order.
info@irresistibledelights.com,
- All orders are shipped with USPS Priority mail or UPS. A tracking number will be provided once your order ships. We are not responsible for damages incurred during shipping. Any damage claims would have to be made with the shipping carrier. We are not responsible for delays in shipping caused by the carrier. We are not responsible for a package once it's delivered or if the shipping address provided is incorrect.

Covid/Illness

- If your event is cancelled due to you coming down with Covid you can reschedule the event if there is an open date but deposit will not be refunded.
- In the event, I catch Covid your deposit will be given back to you and the order will be cancelled. Please be aware this may be short notice, which is out of my control.
- In the event, that I am greatly ill I will give you prior notice if possible and refund any payments made. Please be aware although unfortunate things happen.

Photography

- Pictures will be taken of all cakes for advertising purposes and will be posted to social media sites, websites, marketing or promotional material without compensation to you.

Colors

- Cake colors will be matched as close and possible to your request. Please be aware colors vary with butter cream and fondant so matching may not be exact.
- Gold and glitter on cake is non-toxic. Consumption in large amounts are not advised. Glitter is more for decoration purposes and it is suggested that you scrape it off. We do offer edible glitter which is a little more in cost but doesn't shine as much.

Structural Support & items not edible

- Tier cakes have non-edible pieces (ie: dowels (wooden sticks), plastic support rods or pipes. Do not shove anyone's face into cake due to dowels in cake.
- Rhinestones or pins on cakes are not edible

Rentals

- Deposit for rentals will be returned in full "IF" it is not damaged or with any missing pieces. Rentals must be returned within 48 hours after event. A \$20 late fee will be imposed for each day the items are late.

Delivery & Pick up

- Please be punctual on pick up time.
- If you or a representative choose to pick up cake, you assume all liability and responsibility for the condition of the cake once it leaves. Cake must be placed on a flat surface not on a car seat.
- Wedding cake delivery and set up - local or non-local start at \$75 & up.
- Inclement weather may change delivery time.
- In the case of an unavoidable situation, such as a car accident or poor road conditions during delivery the cake decorator cannot be held liable for more than the cost of the above mentioned cake.
- Not responsible for damage after delivery. Please make sure cake table is secure before delivery.
- Clear directions need to be provided to avoid any adverse road hazards or obstacles that may hamper with delivery and quality of finished cakes. Please note if we have to drive

through pot holes or road construction to get to your venue it will damage the finished product and we are not held liable.

- Cakes travel best when they are refrigerated. Please keep in refrigerator once picked up.
- Buttercream cakes or cakes with fillings should be put in the refrigerator.
- Any changes to cake order need to be done 2 weeks prior to order.
- I will not be held liable if you choose Uber to pick up your custom cake and it is damaged.

Allergies

- Please be advised we are not responsible for allergic reactions (ie...gluten, milk, sugar, nuts, citrus, soy, wheat) from you or your guests. You agree to notify your guests of this risk and hold us harmless for allergic reactions.

Flowers

- You acknowledge that flowers are not a food product and may contain pesticides, insects, dirt or other contaminants.

Heat

- Not responsible for cakes, treats or balloons left in heat that will cause damage to the cake, treats or cake push pop basket. Buttercream cakes will melt in high heat. Fondant cakes will droop in extreme heat. It is not recommended for cakes to be in extreme heat. Fondant does hold up better in warm not hot temperatures.
- Cakes will collapse if left in car or outside. Treats with chocolate will melt. Balloons may pop.

Performance of this agreement is contingent upon the ability of Irresistible Delights to complete the agreement and is subject to labor disputes, accidents, Acts of God (ie...Hurricanes, Power Outage, etc...) and other causes beyond our control.