

Terms of Service

Dinner Cakes Menu

Require 48 hours notice in non peak season(s). Payment is due at the time of order, and all unpaid orders will be canceled at midnight.

Custom Orders (All non-Dinner cake orders)

A non-refundable 50% retainer is required to secure the date and start any necessary preparations for all orders. Orders placed less than 2 weeks prior to event date require full payment at the time invoice is sent. Payments for orders placed prior to 2 weeks before the due date must be paid in full 7 days prior to pick-up / delivery of the order.

Event Cake Orders

A \$150 or 30% [which ever is greater] non-refundable deposit is required to secure the date and start any necessary preparations for all event dessert orders. Any remaining balance will be due 14 days prior to pick-up / delivery of the order.

Payments and/or electronic payments through Square validate your signature and agreement to the Terms of Services of this contract. Securing partial or full payment also confirms that you agree that certain creative changes may be made to your final design for the sake of stability, structural integrity or sizing/grouping.

All Sales Final. No Returns or Refunds.

We reserve the right to return your money in full at any time and cancel your order.

We reserve the right to close our book and reject any order for any reason.

Payment

All invoices of the seller shall be paid by the client by the date specified on the invoice unless noted otherwise. Sweet Queen Desserts is not obligated to produce any order if final payment has not been received by the date specified in the invoice.

Cancellation

Due to the nature of the service(s) provided by Sweet Queen Desserts, any order once confirmed by the person/organization/business/party requesting can not be canceled. Retainers/deposits are non-refundable. Orders can be postponed in emergency situations and a credit of 50% will be given to the client good for 90 days post due date. No exceptions.

Payment in full

All fees must be paid by the due date. 14 days prior to event for event cakes, fondant/gumpaste orders or cakes that feed 50 or more. 3 days prior for dinner cakes. Cash and Electronic payments are allowed. No checks are accepted.

Refunds

Once a date and cost have been secured, the initial retainer is non-refundable as well as any other monies paid. Under no circumstances will refunds be allowed. When a date is secured by a party, it limits other possible business transactions which could possibly be contract by Sweet Queen Desserts. Credit may applied to the client if warranted.

Cake Changes

Changes to any order: size, description, flavors, etc. will be accepted until 14 days prior to the due date. After that date no changes can be made and no monies will be refunded in the event your order decreases in size or intricacy.

Tastings / Samples

Tasting appointments are taken for custom orders that will have a minimum price of \$200 or a cakes/desserts that are 50 servings or more. Reservations are taken on a first come, first serve basis. 3 flavors (in cupcake or like size form) may be provided upon request for custom orders that qualify. Additional samples are \$5/each.

Tastings/samples for non-qualifying orders may be purchased for \$5/each.

Tastings/samples are reserved for Sunday afternoons between 3:00pm – 6:00pm.

Pick-Ups/ Possession of Order

All orders must be picked at the prearranged pick-up time. If not picked up within 30 minutes of the prearranged pick-up time order may have to be picked up the next day.

Delivery fees are as follows:

0-15 miles =\$15.00

15-20 miles =\$20.00

20-35 miles =\$30.00

Setup & Delivery fees are as follows:

0-15 miles =\$45.00

15-20 miles =\$55.00

20-35 miles =\$65.00

Delivery must be prepaid; order will not be delivered if order is not paid in full. No Exceptions. If you or your representative elect to pick up and set up the cake, you assume liability and responsibility for the condition of the order once it leaves Sweet Queen Desserts possession. Wedding and special event cake delivery is highly recommended. The delivery may be delayed due to traffic conditions; we try our best to deliver by the time stated on the orders invoice. We guarantee a 2-hour delivery window. If the time specified is not met only the delivery will be refunded.

Storing Cake

Before serving, store cake in a cool place away from bright lights. Putting cake in refrigeration and exposing to air can cause condensation, causing the cake to bleed and melt. Sweet Queen Desserts is not responsible for weather conditions and outcome of the cake leaving Sweet Queen Desserts possession.

Weather/ Acts of God

Sweet Queen Desserts is not responsible for any conditions that would affect the quality of the product or service such as rain, wind, hail, snow, ice, heat (outdoor weddings) etc. In the event of major weather changes such, but not limited to, tornadoes, hurricanes, or effects from hurricanes, we will provide the best possible product, however are not responsible for damage that is related.

Designs/Colors

Pictures are welcome but we do not duplicate, copy and/or replicate cakes, cookies, or any other desserts. I will incorporate all major themes of the cake example, but not create the same exact cake. All of our desserts are unique forms of art. Colors will be interpreted to the best of our ability. Please be specific, and provide color samples if possible. Food color/gel reacts differently, and can change after sitting for hours or exposure to temperature changes. Photography does not always accurately depict colors. No responsibility for red buttercream. Edible images will bubble in varying temperatures.

Pricing

Specialty cakes start at \$3.50 per serving

Fondant cakes start at \$4.50 per serving

Cupcakes start at \$12.00 per dozen

*Price guides for cakes, cupcakes, cookies and party packages are available upon request.

Please note: These are base prices and do not include intricate design, specialty toppers, handmade gum paste, molds, edible attachments, and or crystal/rhinestone/sugar embellishments.

Sweet Queen Desserts Guarantee

We promise to do everything in our power to deliver your order that exceeds your expectations. We will work with you (in a reasonable accommodation) on every level to make sure you are completely satisfied and happy with your order.

Disclaimer

In the case of an emergency, please contact us immediately so we can attempt to fix the issue right away. If you are unhappy with your order for any reason please call us the day of your event and explain your concern. In the unlikely case that you are unhappy with your cake, you must call the day of your event so your cake can be returned. Only request concerning taste and quality will be considered. Without proof that you are indeed unsatisfied with the quality of the order and will not be using it for your event, we will be unable to refund any portion of your payment. We are not responsible for any damage to the desserts after setup is complete. You are responsible for providing an appropriate and secure table and environment for the cakes(s). Cakes are heavy and require a sturdy table, and optimal room temperature of 75 degrees or below. If cake is picked up by a representative and physically leaves our possession this signifies that you accept the cake as is.

Our products may contain or come into contact with milk, wheat, nuts, soy and other allergens. You agree to notify your guest of this risk and hold us harmless for allergic reactions.