

Terms and Conditions

Order Placing

We specialize in sculpted cakes which usually take a long time to produce as details are taken into consideration. We would like to give our best in every cake that we make for our customers and make sure that the cakes are completed in time for your day of event / celebration. As such, time is very important for crafting and drying. Booking in advance is required to avoid additional priority charges.

Ordering Lead Time

Marshmallow Icing Cakes – at least 3 days in advance before collection / delivery date.

Fondant Cakes – at least 5 days in advance before collection / delivery date.

Personalized Cookies (Minimum of 100pcs) – at least 4 days in advance before collection / delivery date.

Note: Ample lead time required for bulk orders, ex. 400 pcs and above, to be coordinated with our Production and Sales Personnel.

Early Booking Discount (Applicable for cake orders only)

A cake order placed within the normal ordering period (pls. refer to table below) will be provided a P500 off from the cake price. No Early Booking Discount for rush orders.

Rush Order Period

Marshmallow Icing Cakes – if order is placed 1 to 3 days before the collection/delivery date.

Fondant Cakes – if order is placed 2 to 4 days before the collection/delivery date (2 days ordering lead time is not accepted)

Personalized Cookies – Rush Order is not acceptable. Please refer to the table below for ordering lead time based on quantity.

ITEM	ORDER IS 6 DAYS BEFORE PICK-UP	ORDER IS 5 DAYS BEFORE PICK-UP	ORDER IS 4 DAYS BEFORE PICK-UP	ORDER IS 3 DAYS BEFORE PICK-UP	ORDER IS 2 DAYS BEFORE PICK-UP	ORDER IS 1 DAY BEFORE PICK-UP	PICK-UP DATE
	WEDNESDAY Dec. 23, 2015	THURSDAY Dec. 24, 2015	FRIDAY Dec. 25, 2015	SATURDAY Dec. 26, 2015	SUNDAY Dec. 27, 2015	MONDAY Dec. 28, 2015	TUESDAY Dec. 29, 2015
MALLOWS	NORMAL ORDER	NORMAL ORDER	NORMAL ORDER	NORMAL ORDER	RUSH ORDER	FOR PRODUCTION APPROVAL	CLAIM DATE
FONDANT	NORMAL ORDER	NORMAL ORDER	RUSH ORDER	RUSH ORDER	FOR PRODUCTION APPROVAL	NOT ACCEPTABLE	CLAIM DATE
COOKIES	NORMAL ORDER QTY: 300pcs	NORMAL ORDER QTY: 200pcs	NORMAL ORDER QTY: 100pcs	NOT ACCEPTABLE	NOT ACCEPTABLE	NOT ACCEPTABLE	CLAIM DATE

*For orders that fall within "FOR PRODUCTION APPROVAL", verify from the Production Supervisor if order can be accepted. Note that sometimes, Production Department can work on the order depending on the difficulty level and the volume of work during the period.

Payment Terms

A. For cakes ordered and to be collected at the same store branch:

Full payment upon placement of order or at least a minimum of 50% cash deposit and balance upon cake collection.

B. For cakes ordered from a store and to be collected at another store branch:

Payment should be made in full upon placement of order/prior to collection.

C. For cakes ordered online or via phone call and to be collected at a store branch:

Payment should be made in full through bank deposit upon placement of order/prior to collection of cake.

D. For cake deliveries:

Cake order should be paid in full upon placement of order or fully settled at least a day before the delivery date. Please ask our Sales Staff about the Delivery and Handling Charges based on location (Plus 300 surcharge for Monday delivery).

Changes on Ordered Cake

Changes in design, flavor, size and pick-up or delivery date made 3 days prior to collection / delivery date is accepted. Additional charges may apply.

Cancellation Policy

We require at least 72 hours for cancellations as these are made-to-order cakes. 50% of the full amount will be re retained to cover costs incurred if cancellation is done less the said period.

Cancellations are non-refundable to cash but can be exchanged with other items or credited to customer's next transaction.

Customer or authorized person (with authorization letter) must visit our store for cancellations. Phone calls will not be honored.

Refund Policies?

Should you disapprove the order made, you may request the service of our cake decorators to make minor revisions. A refund may be granted on case to case basis upon review.

Disclaimer:

The order is produced according to specifications made in the Job Order. The customer's signature or confirmation of details therein and/or any down payment given, signify acceptance of the Job Order. Orders are made entirely by hand. The company cannot assure exact color or image likeness of every cake design.