

Terms and Conditions

Kink Cakes has established terms and conditions to ensure the smooth & successful fulfillments of cake orders to the satisfactions of all clients. These terms and conditions ensure both business and client understand their responsibilities so that cake orders are successfully created exactly as desired.

Thank you for considering Kink Cakes for your wedding cake, we strive to create the most amazing dream wedding cake especially for your wedding.

Communication:

Exceptional communication is paramount at Kink Cakes. Due to the emotional connection and purchase of your dream cake, it is vitally important that your cake is baked and decorated as accurately and perfectly as possible. This is where communication is vital to us. Please utilize the skills and knowledge of your dedicated wedding cake coordinator. They are there to ensure your dream cake order proceeds is as smoothly as possible.

Ordering:

Ordering your wedding cake should be made as early as possible. This ensures we can organize ingredients, equipment and in particular, difficult to find items for cake decoration.

Orders for wedding cakes are required a minimum of 4 weeks prior to wedding.

Orders for wedding cakes may be accepted after the times shown above at the discretion of Wedding Cakes Whitsunday.

Clients are requested to check the cake confirmation information in fine detail to ensure all aspects of your wedding cake flavor and designs are correct.

Deposits and Payments:

On confirmation of your wedding cake order, a non-refundable deposit of 20% will be required. With full payment made 60 days prior to delivery.

Orders confirmed and accepted within 60 days prior to delivery period are required to be paid in full on order.

A Job Order with payment details will be issued when your wedding cake is confirmed.

A receipt will be issued when your wedding cake is confirmed and fully paid, if you require.

An exception to the deposits and payments methods above is where your wedding is conducted and paid for through a third party such as a venue or coordination business. Payment is then bundled into the cost of your wedding or event and cake payment made through the third party according to their payment terms in full before commencement of your wedding.

Confirmation and cake details will still need to be made with Kink Cakes either directly or via the third party.

Changes:

Any changes made to your order within 2 weeks of your event may incur a surcharge, depending on the change/s requested. In most cases we can accommodate changes, however at times it may not be possible. Please ensure your wedding cake details are confirmed and set as early as possible.

Cancellations:

In the unfortunate event that you need to cancel your confirmed order, please contact us as soon as possible.

The 20% deposit is non-refundable once the booking is confirmed. Fully paid orders may be pro rata refunded to time of event at the discretion of Kink Cakes.

Unfortunately once baking and decoration begins (and your wedding cake being fully completed) a cancellation refund cannot be given.

Delivery:

If required Kink Cakes can deliver (with delivery charge) and set up your cake at your event.

All wedding cakes may be collected from our shop free of delivery charge.

Kink Cakes will endeavor to deliver your cake at the agreed time although in the situation of unforeseen circumstances we cannot guarantee time of delivery.

Late delivery does not constitute a failure of our agreement, and does not entitle you to cancellation or refund of your cake order.

Once your wedding cake is delivered, set up or collected:

Kink Cakes will take all care to ensure your cake is delivered and set up (if required) at your wedding venue safely and appropriately.

Although every possible care will be taken with the delivery and set up of the wedding cake, once delivered or collected by customer, the cake becomes the responsibility of The Wedding Client. Kink Cakes cannot be held responsible for any destruction of said cake or products once they are in the care of The Wedding Client/Venue.

Hiring of Additional Items:

If additional items are being hired from Kink Cakes such as stands and rotating base, a security deposit will be required. This is fully refundable on the safe and full return of the hired items.

Allergies:

To ensure our clients and all their guests consume their wedding cake safely and enjoyably, any food allergies or intolerances must be advised to Kink Cakes when making your original order.

Kink Cakes is a non-peanut workplace, has minimal allergy ingredients and adheres to strict cleaning schedules. Even though Wedding Cakes Whitsunday cannot guarantee and cannot be held accountable your wedding cake will not contain traces of an allergen. It is the client's responsibility to inform their guests that their wedding cake may contain traces or nuts or other allergens.

Kink Cakes reserves the right to change these Terms and Conditions without notice.

Please read the above Terms and Conditions carefully before placing your order with Kink Cakes. By having Kink Cakes as your wedding cake creator, you agree to be bound by these Terms and Conditions.