

Terms and Conditions

All products made by Mad Delectables are subject to the following Terms and Conditions. These terms and conditions serve as a contract between you (the customer) and Mad Delectables. By paying your invoice, the customer is agreeing to these terms and conditions. Please don't hesitate to reach out if you have any questions!

Payment

In order to reserve your order and date, a 50% Non-Refundable Non-Transferable payment is due at the time your order is placed. Please be advised that until this is paid, the date is not reserved and may fill up. This fee goes toward your total cost, and the remaining final payments are due on the date specified in the invoice. A 15% late fee will be charged each day the final payment is late.

Unforeseen Circumstances

If we have to cancel the booking due to illness or any other unforeseen circumstances that affects the ability to deliver your delectable dessert, the deposit will be refunded within seven business days of notification to the customer.

Orders

We prefer at least two weeks notice for all orders. We will however, except short notice request depending upon the intricacy of the cake and date needed. Any inspiration from photos created by another cake maker, will only be considered inspiration and will NOT be an exact replica of the cake in the photo. By placing an order with us you agree to give us creative freedom. Rest assure, we will do our best to design your cake the way you like it.

Disclaimer

All desserts are made in the same kitchen that is also used to process products containing food allergies such as wheat, oat, dairy, eggs, red food coloring, all nuts, and soy daily and can not 100% guarantee there isn't possible contact. I assure you; we take cross contamination very seriously and do our best to keep ingredients separate. It is the clients responsibly to alert their guest of potential allergy hazards.

Pickup/Delivery

The customer is liable for any damage, accident, or mishap that may occur once the cake is released from the care and custody of Mad Delectables. Mad Delectables is not liable for any damage that may occur thereafter. If a third party will be collecting the cake on behalf of the customer, a release form is to be signed by that person,

stating the cake is received in good condition at the time of pickup/delivery. Please click link refer to cake care instructions maddelectables/cakecare.com

POSTPONEMENT/REFUNDS/CANCELLATION POLICY

Postponement

If, for any reason your event will be postponed, please contact me **immediately**. It is not guaranteed your new date will be available.

Refunds

Within the first 24 hours after payment is accepted and you have a change of mind; we can refund your 50% non-refundable non-transferable fee. Although I hope you don't change your mind because I'm always excited to bring a smile to your face with your Delectable treat. Unfortunately, after that time, we cannot offer refunds as the supplies are likely already ordered.

Cancellation

If there is a need for cancellation of the order, and you have paid your full balance, the refund policy is as follows:

If the cancellation is up to one (1) month in advance of your event date, you will receive a refund, minus your initial deposit and the cost of any supplies already purchased for your cake.

If the cancellation is less than seven (7) days prior to your event, unfortunately there will absolutely be no refund given.

Changes

Need to make a slight tweak? Any change request to your order must be done at least two weeks before your reserved date. Anything after that will be under consideration and a fee may apply.

Last Minute Orders

If you are ordering a cake needed quicker than two-week of the requested pickup date, there will be a rush fee added on to order invoice. The entire payment may be requested at once for short-notice orders.

Price Adjustments

All prices are subject to change. Prices are often dictated by ingredient costs. Unfortunately, this will mean if the local grocery store goes up on their prices, I will have to increase my prices.

Product Photography

We love to showcase our delectable creations on our social media platform!

Copyrights

Copyrighted images (think Star Wars and Peppa Pig) are protected, and I will not be able to replicate them.

Colors

We will do our best to match the color you are looking for. Please know It may not be possible to match the exact shade of color but will do our best to come as close as possible. Also be aware of the exposure to light, it can cause colors to change. We do not offer discounts or refunds if the exact shade of the color is not achieved or if a variation occurs due to lighting.

Communication

In order to assure I get your order just right I ask that you respond to my messages within 48 hours, if I don't hear from you I will have to go off the knowledge I have. If you have any questions for me please allow me the grace to get back to you in 48 hours.