

TERMS AND CONDITIONS

PLACING AN ORDER

Orders can be placed by phone, text, email or through our on-line form found under the tab "[Contact Us](#)" on our website. We ask for your name, address, phone number, and email address (if you have one). If you are a company, we also ask for your registered company name, full business address, company email, and company registration number. You will be provided with a quote which you have to check and let us know if any details are incorrect. All Homemade Cakes will not accept responsibility for errors made during the ordering process by the customer. Once you accept our quote, it is considered to be a confirmed contract between you and All Homemade Cakes and we will send you an invoice. If you are a new customer, you will be asked for full advance payment and your quote will turn into an invoice only upon receiving your full payment (failing to affect full payment in a timely manner may result in delays, for which All Homemade Cakes does not assume responsibility), and you will receive a receipt shortly after sending your payment.

PAYMENT

All of our products are VAT exempt. You can pay for your order:

- cash (not applicable to your first order)
- through bank transfer (LLOYDS BANK, 77-85-21, 47832868, ALL HOMEMADE CAKES LTD, REF: your quote number)
- by Visa, Visa Electron, Mastercard, Maestro, American Express, Vpay card (not applicable to your first order)
- online through our website (www.allhomemadecakes.co.uk)
- to our Paypal email address: contact@allhomemadecakes.co.uk (free when paid by your PayPal balance, bank account or debit card; if you use a credit card to send money, a fee of 3.4% + 20p applies).

New clients are expected to pay in advance for their order. Wholesale prices apply only for trade product sales to retailers. Delivery is free for order amounts over £50.00; otherwise a charge of £1.45 will be added per order for the **blue zone** in the map hereby and a charge of £4.35 for the **green zone**. If your postcode is not included in those two zones, you are very welcome to arrange to collect your order from our place (B29).



NOTICE PERIOD

Your order must be placed with at least 3 calendar days notice for up to 7 order lines and at least 5 calendar days for 8 order lines or more. Wedding cakes and special orders require a minimum of 17 calendar days notice. Should you have an urgent enquiry kindly contact us and we will do our best to accommodate your request but we do not guarantee accepting your order.

CHANGES TO ORDERS

Orders can be amended within 20 hours after receiving an invoice, in which case, if needed, we reserve the right to amend the quoted fee and invoice accordingly.

CANCELLATIONS

You may cancel your complete order for no reason and receive a full refund for the same within 20 hours after you have received an invoice. After said time, refunds are no longer possible, while full liability for the whole order price ensues.

All Homemade Cakes - Registered address at Avebury House, Second Floor, 55 Newhall Street, Birmingham, B3 3RB (this is not a trading address)
+44 0772 272 9611, contact@allhomemadecakes.co.uk
Registered in England and Wales – 9808523

COLLECTING AN ORDER

If you have arranged to collect from our place, your order will be available within the agreed time slot. If for some reason you are unable to collect on the day and time specified, please contact us immediately. If you have already paid for your order, we will hold it for you until the end of its shelf-life, at which point it will be discarded. If you have arranged to pay upon collection (payment method not applicable to new customers), the amount to be paid remains due regardless if you are able to collect it or not and if your order is not collected within 24 hours from the agreed day and time, this entails your acceptance for us to dispose of your order, particularly if its storage negatively impacts our business activity.

DELIVERY OF AN ORDER

In case we are to deliver the order, it is your responsibility to communicate in written the correct and complete name, address, and phone number (along with the company details if you are a company). It is also your responsibility that there is someone to accept the delivery at that address and pay the complete order amount if payment upon delivery is agreed (this payment method is not applicable to new customers). All Homemade Cakes does not accept responsibility for late or missing deliveries due to insufficient or incorrect information supplied or because there is nobody to accept the delivery on the agreed date and time.

QUALITY

Although we strive for uniformity, our products are made by hand, using only fresh ingredients; hence they will not look identical to each other or to the ones in our catalogue or website photos. Upon collection or delivery, you can request to inspect and check the appearance of your order while we are present. We do not take responsibility for errors not shown to us after that point in time, nor will we accept any returns or refunds.

ALLERGENS

Although our goal is to use universally tolerable ingredients, the nature of the products commercialized entail substances that some people may be allergic to – including but not limited to: gluten, eggs, milk, nuts. Every care is taken to ensure that, where requested, our products are made allergen free (ex. gluten free or egg-free). However because we use milk, nuts, eggs, ingredients with gluten, etc. in most of our products and we work in a small area, we cannot guarantee that those products which should not contain such allergens will be totally free of them.

CONSEQUENTIAL COSTS

All Homemade Cakes make every effort to fulfill your orders accurately and in a timely manner. In the unlikely situation that these do not occur, please note All Homemade Cakes cannot accept any responsibility for direct and/or consequential losses incurred. This does not affect your statutory rights.

PRICE CHANGES

All Homemade Cakes reserve the right to amend prices without prior notice, but guarantee that no price increase will apply to any already confirmed and/or paid order made by you on a date after which a price increase has been applied.

CUSTOMER SATISFACTION

If you are not entirely satisfied with your order or the standard of our service you can first contact us via email or by using our on-line form found under the tab "[Contact Us](#)" on our website. We give all complaints our full attention. Your complaint will be acknowledged within 3 working days and we will look into resolving the matter within 10 working days.

FORCE MAJEURE

All Homemade Cakes shall not be liable for any failure of or delay in the performance of this contract for the period that such failure or delay is due to causes beyond their reasonable control, including but not limited to acts of God, war, strikes or labor disputes, embargoes, government orders or any other force majeure event.

These terms and conditions are subject to change without notice, according to the business needs of All Homemade Cakes. An updated copy can be found online on our website. Our business goal is happy, returning clients and healthy human relationships.

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