**CARRIBBEAN CUPCAKES**

**Terms & Conditions**

**Notice Required:**

We require 24 hours notice in order to freshly bake most of our cupcakes. For Novelty and specialty cakes, we will advise you of the notice required.

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**Novelty Cakes:**

Please note we may use modeling wire to attach fondant molded items to your cake and will notify you of this if this if they have been used.

**Delivery & Collection**

We normally deliver within the M25 however; cakes can also be delivered to areas outside of the M25 by prior arrangement. Delivery days are Monday to Saturday, although we may be unable to give you an exact time for delivery, we will aim to deliver within a time agreed with you. The price for the delivery will be confirmed at the time of placing the order. Caribbean Cupcakes deliver to all London Boroughs and offer free delivery on orders of £30.00 or more to N1, N4, N5, N7, N8, N15, N16, N19, E8 & E5. For all other deliveries, please give us a call on 0753 976 200 or email us at contact@caribbeancupcakes.com for a quote.

**Delivery**

Our cakes will be delivered to you in perfect condition in a cake box. Once the delivery has been handed over to you, the cakes will be the full responsibility of the customer.

**Security and Privacy**

Whilst we do use a secure server for our online orders and take every step to safeguard your personal information, we are unable to guarantee the 100% security of the data that you give us online. Caribbean Cupcakes is not wholly responsible for a data breach unless it directly due to our negligence or willful defaults.

**Cancellation Policy & Payment Terms**

Once your order has been placed, if it is then cancelled from the day of ordering until 30 days prior to the delivery or collection date, the customer will incur a 25% cancellation fee of the total amount that has been paid. If you cancel your order 14 days before the delivery or collection date a 50% cancellation fee of the total amount that has been paid will be incurred. If you cancel your order between 7 days and the delivery or collection date, the customer will be charged the full amount paid and any deposit that has been paid will not be refunded. Orders placed within 14 days of delivery must be paid for in full at the time of ordering. Please note: All cakes must be paid for in full prior to the date of delivery or collection.

Terms and Conditions for cancellation of wedding cakes are available on request and differ from that of above.

**Availability of Items**

Items shown on the website may not be available at the time of ordering. Stock availability cannot be guaranteed on the website as some cakes are seasonal, however you will be notified at the time of ordering if a cake is not available.

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**Changes**

We reserved the right to make changes to the website, prices and terms at anytime.

Suggestions, Comments or Complaints can be emailed to us at contact@caribbeancupcakes.com

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