

MAIN STREET BAKERY TERMS AND CONDITIONS

All products made by **Main Street Bakery** are subject to the following Terms and Conditions.

INGREDIENTS

- **All cakes, fillings and icings may contain, or come into contact with, soy, wheat, dairy, nuts or other allergens.**
- It is the responsibility of the Customer to inform **MAIN STREET BAKERY** prior to the confirmation of their booking of any allergy issues. It is the responsibility of the Customer to inform their guests of all allergy information and accordingly the Supplier will not be held liable for any allergic reaction resulting from consumption of the cake.
- All products are made to be eaten on the day of the celebration.

QUOTES AND ESTIMATES

- All quotes and estimates are valid for 7 days from the date of issue.

ORDERS

- We ask for at least fourteen (14) days notice for all orders, as we are continually booked in advance. However, we will accommodate requests where availability permits.
- **Any products ordered from a picture or photo of a product produced by any other cake maker, can only be reproduced by us as our interpretation of that product and will NOT be an exact reproduction of the product in the picture or photo.**

DEPOSITS

- A non-refundable deposit of 50% is required to hold your date prior to pickup. Deposits are due within 24 hours of receiving the invoice, unless stated otherwise.
- Where we have delivered what is quoted and invoiced, but the customer does not accept the finished product, the deposit WILL NOT be refunded. The customer can choose to take the Product/s, or leave it. If the customer chooses not to take the product, the item is automatically forfeited and will be resold or repurposed.

FINAL BALANCE PAYMENTS AND PICKUPS

- For custom products, the balance is due **7 DAYS** before pickup date when ordering in advance. For all other products, the balance is due prior to pickup. We no longer offer orders to be paid at time of pickup due to the no shows and last minute cancellations.
- If paying by **Cashapp/Zelle**, the money needs to hit the account **BEFORE** the product leaves the premises.
- It is the responsibility of the Customer to check the state of the product before leaving the premises. Once the item has left the premises, the Customer is responsible to ensure that products get to their destination safely and is stored as per our instructions to achieve best results for taste and quality. All cake orders come with a care label affixed to the box.

DELIVERY

- We offer delivery for certain destinations. Delivery is charged at our discretion.
- Delivery will be carried out in a safe and appropriate manner. Once delivered to the customer and change of hands has been completed with the product in appropriate condition, it is then up to the customer to store and care for the cake as per our instructions. If anything is to happen to the cake after this exchange, we are not liable for any damages.
- A delivery date and time will be agreed by both parties, and if the customer is not at location at this time and date, and we are not able to contact the customer, the product will be transported back to our premises and it will be the customer's responsibility to collect the product.

PUBLICATION

- We reserve the right to use any image of a Product made by us for publication at a later date.

RETURN OF EQUIPMENT

- Deposits are taken for all equipment. All equipment must be returned on an agreed date or extra charges may be levied to cover costs. Any damages to equipment will incur a reduction of deposit returned in order to cover costs of repair or replacement.

PICKUP

- The Customer is liable for any damage, accident, or mishap that may occur once the cake is released from the care and custody of Main Street Bakery. Main Street Bakery is not liable for any damage that may occur thereafter.
- If a third party will be collecting the cake on the customer's behalf, a release form is to be signed by that person, stating the cake is received in good condition at the time of pickup/delivery.
- If the Customer does not pick up their order, Main Street Bakery **WILL NOT** provide a refund. The Customer is asked to pick up their order within 24 hours of their missed pick up time as Main Street Bakery can not store cakes beyond this.
- If the Customer needs their order at a later date - after it has already been made - the Customer will have to pay for both orders. We can not guarantee resell of any product that is not picked up by the Customer.

REFUNDS/CANCELLATION/POSTPONEMENT POLICY

- If, for any reason the event is required to be postponed, please contact Main Street Bakery immediately. The new date proposed will be subject to availability and hours of operation.

If cancellation of the order is required, 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, less your initial deposit and the cost of any supplies already purchased for your cake.
- Cancellations for decorated cake orders, must be made at least three (3) business days prior to your pickup time. Store credit will be issued for cancellations received with proper notice. Your store credit expires one year from the date of issue. Main Street Bakery does not issue cash refunds.
- **Due to the tedious, handcrafted nature of our products, we are unable to provide refunds or exchanges for custom orders.**
- Refunds will be paid within 30 days of cancellation. **NOTE: If we give you a refund, you CANNOT keep the cake. We will not negotiate a partial refund if you keep the cake. This is a 'take it or leave it' policy. We are not responsible for any expense you may incur for replacing our cake.**

Please note: Any non-refunded balance may be credited toward future purchases.

All orders are subject to these policies listed above.