

Limitless Desserts T&C's

1. Consultations and Tasters

1. All customers will be offered a free consultation, if they so wish, which can be made by appointment only. They will be limited to an hour and subject to availability. If any technical difficulties occur during the appointment, an alternative date and time will be arranged.
2. We offer taster boxes which can be posted, unless you are willing to collect from a WD6 postcode. They will be available at selected dates throughout the year and customers will be contacted to arrange this once they have registered interest. Taster boxes are charged at £40 including next day delivery. Tasters cannot be made on request.

2. Deposits

1. All orders require a non-refundable deposit of £100, or £50 for orders less than £250. For cakes ordered with less than 4 weeks' notice the full cost of the cake must be paid at time of booking.
2. All deposits must be paid within 7 days of the invoice being sent; dates cannot be held open without a deposit. After 7 days, if no deposit has been received then the event date will be released and another booking may be taken, which may mean we are no longer able to accommodate you.
3. We will provide you with a quote for the cake which is valid for a period of 7 calendar days. After this time, we reserve the right to recalculate based on more current prices. Once the deposit is paid, the price will not change unless changes are made to the design of the cake.

3. Final Payments

1. All balances are due 4 weeks before your event. A reminder will be sent a week before the final balance is due (during busy periods there may be a slight delay on this).
2. If this payment is not received 28 days before your event, then we reserve the right to cancel your booking. The deposit is non-refundable and non-transferable.
3. Payments can be made in instalments if you wish, but for administrative purposes, this would be over a maximum of 4 instalments.

4. Orders

1. All our cake sizes are calculated based on dessert portions which are 1"x2"x half the height of the cake tier.
2. All cakes are finished in chocolate ganache which is mixture of white chocolate and cream as it withstands warmer temperatures and being sat on display for longer periods of time.
3. We are happy to make alterations to your order up to 4 weeks prior to your event date. Whilst every effort will be made to accommodate the changes, please note that changes within 4 weeks of the event cannot always be guaranteed. In the case of an alteration, a new order confirmation will be issued detailing the changes and new cost which will be calculated based on the prices in force at the time of the amendment.
4. Prior to final payment we will send over a confirmation of all the details for your booking. Please take the time to check the details carefully and let us know by return if any changes are needed.
5. It is your responsibility to advise us of any alterations to the original order so please check the information and design sketch carefully, particularly where any written words/names are included. We reserve the right to increase a quoted fee in the event you request a variation to the work agreed.

5. Delivery and Set-Up

1. Delivery and set-up are available for a fee, depending on the location of the venue. Delivery charges will be provided at the time of booking.
2. The cake will be delivered to the specified address on the event date. We will make every effort to ensure timely delivery, but we are not responsible for delays caused by factors beyond our control (e.g., extreme weather, unexpected traffic incidents, etc).

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3. If you choose to pick up your cake, it is your responsibility to ensure the cake is transported safely. We cannot be held liable for any damage once the cake leaves our premises.

6. Flowers and Non-Edible Elements

1. We add flowers ourselves rather than having your florist attach them. This is to ensure that they are added in the correct food safe manner and that the placement of them matches the original design. This will be discussed during the booking process if you are having fresh flowers on your cake.
2. The cost of flowers will be charged by your florist, and it is your responsibility to make them aware that flowers are required for the cake.
3. If you are not using a florist, we are happy to source our own fresh/artificial flowers for the cake then we can discuss this during the booking process and include a cost.
4. Most of our stacked cakes will contain non-edible elements such as plastic dowels, wired flowers or cake toppers. We will advise of any non-edible elements that need to be removed during cutting and provide written information about this to the venue. As we will not personally be cutting the cake, we cannot accept any responsibility for any nonedible elements not removed prior to serving.

7. Cake Storage and Preservation

1. We recommend that cakes are stored in a cool, dry place and consumed within 2 days of the event.
2. We cannot be held responsible for any damage to the cake due to improper storage or handling.

8. Allergens and Special Dietary Requirements

1. All allergy and special dietary requirements should be conveyed to Limitless Desserts during the booking process. Unless otherwise stated, all cakes contain; gluten, butter and eggs and are made in an environment that handles all allergens.
2. We cannot guarantee that our cakes are completely free from allergens, as cross-contamination can occur in our kitchen.
3. It is the customer's responsibility to ensure that all guests are informed of potential allergens present in the cake.

9. Publication and Promotional Rights

1. We, Limitless Desserts, are the sole designer and owner of the final cake design. All rights in any original designs created and designed by us shall remain Limitless Dessert's exclusive property.
2. From time to time our designs are published in the media e.g. wedding magazines, websites and blogs. We reserve the right to use any image of a customer's cake made by the company for publication after the delivery date unless previously agreed in writing between the customer and the company.
3. The customer has no ownership rights over any cake design. Exclusivity of cake designs between our customers is not guaranteed unless the customer commissions an exclusive design.

10. Commissioning a Cake That Is Similar To Another Design

1. If you request a cake that is not our original design, we will seek the permission of the original designer to recreate it. This cannot be guaranteed.
2. If you wish to have us recreate someone else's design, we will prefer not to directly copy it, but to use it as a basis to design your cake around so that it is unique to you. This can be discussed during the booking process or online consultation.

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11. Item Hire

1. We have a range of cake stands, platters and other decorative items available to hire for your event. The cost of this can be discussed during your consultation.
2. Any hire is subject to a refundable damage deposit. This varies depending on the cost of the item/s being hired.
3. Hired items must be returned to us within 2 days of the event date unless previously agreed. If items are not returned within 2 days, then the hire deposit will be forfeited.
4. If the item is damaged beyond repair, then the entire damage deposit will be kept to replace the item.

12. Postponements due to a force majeure

1. In the event of unforeseen circumstances or events beyond our control, such as natural disasters, government restrictions, lockdowns, or other force majeure events, either party may request to postpone the event and cake order to a later date.
2. If you need to postpone the event due to a force majeure situation, please inform us as soon as possible. We will work with you to find a suitable alternative date, subject to availability.
3. We will only accept postponements on one occasion. Any further postponements will be classed as a cancellation and new deposit will be required.
4. Any deposits paid will be transferred to the rescheduled date, provided the new date is within 6 months of the original event date. If a rescheduled date cannot be agreed upon within this timeframe, we reserve the right to cancel the order, with any payments made being non-refundable.

13. Cancellations/Refunds

1. Deposits are non-refundable and non-transferable in the event of cancellation.
2. While we take great care to ensure every order is fulfilled, Limitless Desserts, reserves the right to cancel any order at any time due to unforeseen circumstances, such as illness, injury, or events beyond our control (e.g., natural disasters, severe weather, or supply chain disruptions). If we need to cancel your order, we will notify you as soon as possible and offer you a full refund, including the deposit. We will also attempt to assist in recommending alternative vendors where possible.

14. Complaints

1. We take great pride in the work we do, and complaints are rare. However, we take them seriously and strive to resolve any concerns promptly. Any issues must be reported to us within 48 hours of collection or delivery to allow us a fair opportunity to assess the nature of the complaint.
2. Both parties agree not to post any negative information about each other related to this Contract or Event on any online platform or website without first providing written notice of the intended content. This notice will give the other party the opportunity to resolve any issues amicably before making any public statements.
3. Wedding cake clients will be sent a detailed sketch of their wedding cake prior to the wedding. It is the client's responsibility to check that this meets with their requirements and raise any issues with us if there are any discrepancies.
4. Where the complaint is in regard to the quality of the cake then the cake, or remainder of the cake/tier, must be returned to us as soon as possible after cutting and within 48 hours of delivery to ensure that we are able to fairly assess the nature of the complaint.

By placing an order, you acknowledge that you have read, understood, and agree to these Terms and Conditions. If you have any questions or concerns, please do not hesitate to contact us.