



Policies & Procedures

By submitting your payment (whether your deposit or your payment in full), you are also agreeing to the policies listed below. So please take a moment to carefully review them!

Cake Design

Every order is hand-made. Decorative finishes are done by hand and are subject to the *artistic interpretation* of our expert cake decorators. You may provide us with a photograph for inspiration and duplication; however, we make no claims for exact duplication of the work done by other cake decorators. We are professional decorators that have worked hard to achieve cakes with clean lines & sharp edges. ***We recommend you peruse our website gallery to determine whether or not our style matches what you are looking for.***

Matching Colors

We make every possible effort to match your event colors, however, to get as close as possible you must provide us with a physical color swatch. When working with food grade dyes, perfect color matches are sometimes impossible, so it is ***never guaranteed.***

Photographs

On occasion we will photograph our cakes and we reserve the right to use any photograph for display or promotion without compensation to you.

Cake Stands

We have gorgeous cake stands – that we are more than happy to offer you! However, you acknowledge that your cake is less stable on a teetering stand than it is flat on the table. All of our stands will properly support the weight of your cake, however, we take no liability if someone bumps into the table, etc. and the cake falls.

Transporting

You are responsible for transporting your order home safely & we are not responsible for a cake once it leaves our premises. Make sure your cake is level during transportation. Refrigerate cakes that will not be eaten within 4 hours of pickup.

We are also not responsible for delivery problems associated with natural disasters or other weather conditions.

Storage

Please note that storing a cake in a high-traffic/walk-in refrigerator will almost ensure its demise! Sugar flowers and other decorative items will “melt” from the condensation. If you plan on storing a cake at a venue (even for a short period of time), we recommend you inquire as to if the refrigerator is high-traffic/walk-in. Home refrigerators do not typically fall into this category.

We are not responsible for temperature problems that may arise at your venue causing problems with your cake... such as melted icing, wilted flowers, or anything that happens after delivery is made. We are also not responsible if

someone at the venue hits the cake, etc. and thereby causes damage to the cake. Although, we will do our best to return to fix damages, you are responsible for the cost of our time & materials.

Refund Policy

All sales are final. In the unlikely event that you are not happy with your order let us know as soon as possible so that we can fix any errors. Please note that we do not provide refunds in cases where an item was prepared correctly but the texture or flavor did not meet your personal preference.

Deposits are non-refundable 2-months prior to your event.

If you cancel a cake order before we have a chance to deliver it to you, there is no refund.

The following 3 scenarios are the only instances when we will provide a full refund:

1. If we fail to deliver your cake on the date and time stated on your contract for your wedding, or event. If the customer provides the wrong date, time or address for delivery, we will not provide a refund.
2. If you come to our location for “pick-up” and the cake does not meet your expectations, we will give you a refund (minus 25% materials/handling fee).
3. If we deliver the cake to you and the cake does not meet your expectations, we will give you a refund (minus 25% materials/handling fee).

NOTE: If we give you a refund, you cannot keep the cake. You only get the refund if you refuse to “accept” the cake. We will not negotiate a partial refund if you keep the cake. This is a “take it, or leave it” policy.

We do not give refunds under any other circumstances. Refunds are given within 7 days.

Allergies & Other Consumption Related Policies

1. Our products may contain or come into contact with milk, wheat, nuts, soy, and other allergens. You agree to notify your guests of this risk and hold us harmless for allergic reactions.
2. If flowers are provided by an outside source, you acknowledge that fresh flowers are not a food product, and may contain pesticides, insects, dirt, or other contaminants. Although we do our best to clean and wrap flower stems in floral tape, Sweet Passion Cakery is not responsible for any health related issues that may result from the same.
3. If your cake includes the use of “Rolkem” or “TMP” metallic colors, you acknowledge that these paints are not approved by the FDA. They are considered “non-toxic” but not recommended for mass consumption. Sweet Passion Cakery will make you aware of the use of these product(s) during our design phase and it is our recommendation that the fondant (or items that use this product) are removed before cutting the cake. We are not responsible for any reactions that occur should you fail to remove these items from your cake.
4. All gumpaste/modeling chocolate/fondant figurines, flowers, etc. are NOT FOR CONSUMPTION BUT FOR DECORATION PURPOSES ONLY. Even though they are made out of edible material, they may contain wires and other small non-edible materials. They are a choking hazard to young children.

Cake Structure

If your cake is tiered, it contains poly straws or dowels to support each tier and possibly a center dowel for stability. These need to be removed prior to serving.

Cutting

When cutting the cake, please advise wait staff to use a SHARP large knife. Position point of knife in cake first then slice down, wiping knife between each cut with a cloth. It is also helpful to have a glass of warm water to soak the knife in after each cut. Dip it in the glass then dry with a clean cloth after each cut. This will ensure a clean cut every time. If they fail to follow these instructions it could lead to a mushy, squashed piece of cake ultimately ruining the cake all together. The build up of fondant and or sticky icing on a knife makes for a rough cut which results in excessive crumbling. We are not responsible if your cake is not cut in this manner and results in less servings than agreed upon.