



2 Cake Ladies LLC Contract Terms

- Your initial deposit reserves your event date and is **non-refundable or transferable**. NO refunds will be issued under any circumstances.
- Upon signing the contract, a deposit is due or has been paid. We must receive the balance by the due date indicated (2 weeks prior) or the contract is null and void, and deposit will not be refunded. If you miss your final payment on the initial due date, there will be an additional 25% charge to the total that is due if you are still wanting the order to be processed.
- The date of your final payment is the final date for any changes of size, style, or flavors of the cake. Any changes requested after this date cannot be guaranteed and may be subject to additional charges.
- Delivery and setup are an additional cost.
- 2 Cake Ladies LLC is not responsible for supplying any fresh flowers or cake toppers that go on the cake. Fresh flowers are not a food product, and may contain pesticides, insects, dirt, or other contaminants.
- We are not responsible for any damage to the cake after setup is complete. You are responsible for providing an appropriate & secure table and environment for the cake(s). An optimal room temperature of 75 degrees or below is best.
- You are also acknowledging and responsible for all “non-toxic” items you chose for this order such as disco dust and luster dust that is not edible but for enhancing decorating use only.
- If you or your representative elective pick up and set up the cake, you assume all liability and responsibility for the condition of the cake once it leaves 2 Cake Ladies LLC possession.
- We photograph our cakes and we reserve the right to use any photographs for display or promotion without compensation to you.
- Our products may contain or encounter milk, wheat, nuts, soy, and other allergens. You agree to notify your guests of this risk and hold us harmless for allergic reactions.
- Performance of this agreement is contingent upon the ability of 2 Cake Ladies LLC to complete the agreement and is subject to labor disputes or strikes, accidents, Acts of God, and other causes beyond our control.
- All cake orders that are delivered must be set out 1- 2 hours prior to your event. If we deliver the cake and there is no place to set up the cake and you place the cake elsewhere other than where it needs to be set up, such as a restaurant (they typically place the cake in the freezer/refrigerator) if you cut into your cake and its cold/frozen, this is not our responsibility due to the fact that the cake was not set up where it needed to be upon delivery at the 2 hour mark.
- If you submit a picture or bring a picture to the consultation that you want your cake to be based off of, it is your responsibility to state to us that you want the cake to look EXACTLY like. This means, colors, size, and structure will be close as possible. Once you make changes to the photo, it will not look like the picture you provided to 2 Cake Ladies LLC. You are changing the look from the photo, which means, it will not look like the photo.
- I have agreed upon that YCD can adjust as needed to make my cake as close to the photo or cake that was created during my consultation.

Cancellation policy?

In the event of cancellation, payments and deposits are non-refundable and will NOT be issued under any circumstances. If the cancellation is made within (90 days), you will not receive credit or any type of refund. No refunds and or non-transferable options will be given to move your deposit around to other dates. 2 Cake Ladies LLC has every right to cancel your order. You will be informed in writing and you will receive your deposit back with 60 days of the cancellation.

Can you match the cake to the colors I am using?

For color matching we ask that you provide a swatch of the shade you would like. We will do our best to match the color to within 3 shades (darker or lighter). With edible products and food grade dyes exact matches are sometimes difficult to achieve. Also be advised that dark colors will sometimes taste a little bitter, or stain.

Do you deliver or pickup policy?

Yes, we offer delivery. If asked to deliver your order the day of and you did not pay for the delivery service prior, you will need to pay the additional fee within one hour of your request. If not, your cake may not be delivered on time, due to lack of communication and or setup on your part. If you are picking up your cake and the cake is not picked-up within a 15-20 minute window from the time you setup, you will not be able to pick up your cake until the following working business day.

- **I do acknowledge that it is my sole responsibility to check my contract** to ensure all details are correct. If changes to this contract are needed, I do acknowledge that it is my sole responsibility to notify 2 Cake Ladies LLC in writing as soon as possible of the changes. I do understand that the cake details (flavors, styles, sizes, etc.) stated on my contract will supersede any verbal or other written communications. In other words, if it is not on my contract, it will not be on my cake. 2 Cake Ladies LLC is not responsible for damage to cakes resulting from sitting outside or damage resulting after cake has been picked up by client. I give some degree of artistic license concerning my cake design. I understand that my cake will be to the closest representation of agreed upon. "I agree to the terms set out in this contract and agree that I am the person responsible for all payments and decisions regarding this cake order." If you are unsatisfied with your order upon delivery/pickup, and do not express your concerns at that time, you will not receive credit or any type of refund. If you are not there and have a coordinator or event planner, they will be your representative.

(Signing below pertains to all pages of the contract)

Client Signature:

DATE:

Creators Signature:

DATE: / /2021



Event Date:

Client Name:

Contact:

Number of Servings:

Setup Time:

Location:

Cake Flavor/Flavors:

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Cake Description:

Additional Details: