



Client Agreement and Terms & Conditions

Deposit:

A 50% deposit is due at time of booking. This secures your date. Half of this deposit is non-refundable as I use it to purchase special tools and ingredients immediately to make your cake spectacular.

Final Payment:

The remaining balance is due one week before pickup or delivery. If your remaining balance is not paid one week before your cake is due, your order will be canceled. For cakes under \$200, the remaining balance may be paid at pickup or delivery.

Cake Changes:

Upon paying your final balance, your cake design and flavors will be set. Changes to the style, size, or flavors after your final payment cannot be guaranteed, and may be subject to additional charges.

Cancellations: Cancellations four weeks or more before the order is due are eligible for a refund of all but the non-refundable deposit (25% of the order total).

If you need to cancel for an emergency after the four-week cutoff, please reach out to Steph@hellocakeryandmacarons.com and we can discuss reallocating your deposit or order amount for a future order.

Pickup and Delivery: For weddings, delivery and setup is included in your price unless you elect to pick up. Hello Cakery & Macarons is not responsible for any damage to the cake after setup is complete. You are responsible for providing an appropriate and secure table and environment for the cake(s). Cakes are heavy and require a sturdy table, and optimal room temperature of 75 degrees or below. Please note that direct sunlight and temperatures of 75 degrees and higher may have drastic and adverse effects on any cake.

Hello Cakery & Macarons bears no responsibility for any damage to cakes after pick up. Any repairs or additional cakes will be subject to additional fees. Please refer to the pickup waiver attached to the Terms & Conditions.

Photo Rights:

Hello Cakery & Macarons may photograph your cake or may order copies of pictures from your photographer. We reserve the right to use any photographs for our own reference or for display and/or promotion without compensation to you.

Fresh Flowers: As discussed before all bookings, fresh flowers that are not food-grade will be stem-wrapped in floral tape or dipped in a food-safe barrier coating, but Hello Cakery & Macarons bears no responsibility for fresh flower safety.

Equipment Deposits: Any equipment deposit, such as for a cake stand, will be refunded to you when the item is returned in the same condition within two-weeks of your order delivery or pickup.

Guarantee

Hello Cakery & Macarons promises you the best product and service I can provide. However, Hello Cakery & Macarons cannot be held responsible for anything that should happen to the cake once delivery is complete.

Allergies

Hello Cakery & Macarons products may contain or come into contact with milk, wheat, nuts, soy, and other allergens. You agree to notify your guests of this risk for any allergic reactions.

Hello Cakery & Macarons is not responsible for any allergic reactions to guests consuming the product.

Thank you for your order!
I can't wait to create something truly special for you and your guests.
-Stephanie

PRINT NAME

CUSTOMER SIGNATURE

DATE

