



Terms & Conditions

Custom Cake Orders:

Celebration Cake and Dessert orders require a minimum of 3 weeks notice. Wedding Cakes require at least 4 weeks notice, as sufficient time is needed to design, plan and execute your unique cake and/or desserts. Our minimum order amount is \$250 for Custom Cake orders and \$175 for Dessert and Number Cake orders.

Cake Design:

Jillian, Luxe Cake Design specializes in designing custom cakes, specially tailored to each client, and does not duplicate other cake artist's work. We do understand that there are popular design elements that you may want to incorporate into your own cake design. In this instance, Jillian, Luxe Cake Design can accommodate your request, regarding those particular elements. However, we do not guarantee an exact replication as shown in the image you provide, as our methods of execution may vary from other cake artists.

Cake design, size and flavor changes may be made up to 30 days prior to the event date for Wedding Cakes (7 days for Celebration Cake/Dessert orders). However, change requests cannot be guaranteed and may be subject to additional charges. If special ingredients and/or materials have already been purchased, based on your initial cake/dessert request, no deductions can be made toward your balance even if downgrading from specialty to standard flavors.

Not all design elements are meant for consumption, but may be used solely for the purpose of decoration—including, but not limited to toppers, metallic luster dusts, dragees, rhinestones, ribbon, bling chains, brooches, etc. You agree to advise the event facility manager, event coordinator, caterer, your guests and anyone else that may be handling and/or consuming the cake, so that they may remove all non-edible elements prior to consumption.

Furthermore, all multi-tiered cakes contain wooden or plastic structural supports that must also be removed. 3D & Gravity-Defying cakes may contain metal rod supports, covered in chocolate. This type of support cannot be removed, but the cake can be sliced around it, without contamination. Further detail will be given when the cake design details are being discussed.

Deposits and Payments:

Your initial deposit of 50% (of your total balance) reserves your event date and is non-refundable. Your order will not be secured until your deposit has been received. The outstanding balance of your order is due 7 days prior to the event date that is shown on your contract. If the entire balance has not been paid in full, by the 7th day prior to your event, your order will be cancelled.

Payment plans are available for orders \$600+, placed at least 4 months in advance, and require a 35% non-refundable deposit. The outstanding balance for these orders will be divided equally among the remaining months leading up to your event. Your payment due dates will be specified on your invoice. The final payment will always be due 7 days prior to the event date. Failure to pay the full balance 7 days prior to the event date shown on your contract, will result in your order being cancelled.

Late Payments:

All payment plans will have specified due dates shown on the invoice. Payments are required to be made by these specific dates. Each payment received after the date it is due, will result in a \$25 late fee being added to your overall balance, with the exception of the final payment. The final payment must be received no later than 7 days prior to the event date. Failure to pay the full balance 7 days prior to the event date, will result in your order being cancelled.

Cancellations:

For Celebration Cake orders, cancellations must be made no later than 7 days prior to the event date. For Wedding Cake orders, cancellations must be made no later than 14 days prior to the event date. In the event of a cancellation, deposits are non-refundable. However, all other payments that have been made toward the overall balance can be refunded. Customers that cancel with less than the allotted days' notice forfeit all amounts paid. In the event that the items, special ingredients and/or materials purchased for your order exceed the deposit amount, the costs of these items will further be deducted from your overall refund.

Delivery, Pick-up and Set-Up:

All Celebration Cakes are presumed "pick-up" unless specified as "delivery". All Wedding Cakes are presumed "delivery" and will require proper setup. **See delivery and set-up charges in the proceeding section.* If you or your representative will pick up the order, you assume all liability and responsibility once the order is in your/your representative's possession. We are not responsible for any damages to your order after the pick-up is complete.

In the event of a "delivery", we will set up the cake and/or desserts in the area designated by the event planner, wedding coordinator, facility manager, or whomever you specify as the contact person for the reception. Jillian, Luxe Cake Design is not responsible for any damages to your order once setup is complete. Also, you agree to ensure that timing and access to the venue are guaranteed for delivery and set-up.

In addition, you are responsible for providing an appropriate and secure table and environment for your order. **Due to the weight of multi-tiered cakes, a sturdy table is required. A room temperature of 75 degrees or lower is suggested to ensure that buttercream, chocolate and/or fondant do not melt or soften, as this can impact the structure and design of the cake.*

Delivery & Set-Up Charges:

Delivery charges are at a minimum of \$65. This cost may increase, depending on the distance of your event location. If the time needed to complete setup is expected to exceed 1 hour, there will be a set-up fee added to your balance. This amount varies by cake design and number of desserts/pastries you've ordered.

Allergies:

Our products may contain or be prepared near milk, wheat, nuts, soy and other allergens. It is your responsibility to notify us of any allergies and food restrictions at the time your order is being placed, to ensure that all restricted items are removed from the food prep area prior to the preparation of your order. Furthermore, if you have ordered cakes/desserts containing any of these items, you agree to inform your guests of this risk, and do not hold Jillian, Luxe Cake Design LLC responsible for any allergic reactions.

Order Fulfillment:

Jillian Luxe Cake Design LLC will not be held responsible for any acts of nature or other forces beyond our control, that may affect the delivery and/or quality of the products and services described on your contract.

Customer Responsibility:

You, the client, accept all responsibility and liability for all damages, injuries and/or delays that may occur as a result of failure to comply with the Terms and Conditions set forth by Jillian, Luxe Cake Design LLC.

By signing below and placing your deposit, you hereby agree to all of the Terms and Conditions set forth in this document.

Customer Signature: _____

Date: _____