



Cake Fairy – Terms & Conditions

All cakes made by Cake Fairy are subject to the following terms and conditions. By placing an order, you agree to these terms.

1. Ingredients

- All our ingredients are of the highest quality.
 - All fruit cakes may contain nuts, traces of nuts, or nut oil.
 - Sponge, flavoured, and chocolate cakes are made to be eaten on the day of the celebration.
 - All cakes are prepared in premises where nuts are used. While every effort is made to keep ingredients separate, we cannot guarantee that cakes are nut-free.
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2. Storage

- Sugar paste (soft icing covering) should **not be refrigerated**. Cakes must be stored in a **cool, dry place**, preferably in the box provided.
 - Refrigeration may cause colours to run.
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3. Orders

- The **Cake Fairy Cake is priced at \$20**.
 - **Full payment is required upfront** at the time of ordering. We do **not accept deposits**.
 - Wedding cakes require at least 3 months' notice; however, shorter notice may be possible subject to availability.
 - Cakes ordered from pictures of other cake makers will be our **interpretation only**, not an exact reproduction.
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4. Colours & Flavours

- Customers should note that **dark colours (black, red, purple, etc.) may cause a slightly bitter taste** in cakes and icing.





- Cake Fairy will not be responsible for this outcome; customers who choose these colours do so at their **own risk**.
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5. Cancellations & Refunds

- For the standard Cake Fairy Cake (\$20), full payment is required at booking and is non-refundable. For cakes priced above \$20, a deposit is required at booking, and all deposits are non-refundable.
 - Cancellations will not result in refunds, regardless of notice period.
 - This policy ensures fairness and covers costs of preparation and scheduling.
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6. Viewing & Freshness

- Cakes with sponge tiers are completed the day prior to, or the day of, the event to ensure freshness.
 - Sponge cakes are best enjoyed **on the day of the celebration** and should be consumed within **48 hours** for best taste and texture.
 - Fruit cakes, due to their rich ingredients, may last longer but should still be stored correctly in a **cool, dry place**.
 - Once collected or delivered, Cake Fairy cannot be held responsible for any damage caused by **incorrect storage, handling, or transportation** of the cake.
 - Customers are advised to **inspect the cake upon collection/delivery**. Any concerns must be raised immediately.
 - For hygiene and quality reasons, we do not allow customers to **view or taste cakes during production**, only the final product at handover.
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7. Disputes

- Refunds for disputes about design or production are entirely at Cake Fairy's discretion.
 - **No refund will be given for cakes that have been consumed.** Consumption is deemed acceptance that the cake was satisfactory.
 - Cakes delivered to venues are photographed on delivery as proof of quality. We accept no responsibility for loss or damage after delivery or collection.
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8. Delivery & Collection

- Delivery is available (subject to availability) at a cost starting from **\$5 CBD** and from **\$10 Locations depending the distance.**
 - Cakes may also be collected from our premises at an agreed time and date.
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9. Publication

- Cake Fairy reserves the right to publish images of cakes we create on social media, magazines, or other platforms.
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10. Hired Equipment

- Deposits are required for hired equipment. Items must be returned within 3 days unless otherwise agreed in writing.
 - Damaged equipment will be charged accordingly.
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Contact Us

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✦ Cake Fairy – A Taste of Heaven ✦

