



TERMS & CONDITIONS

(Including Cancellation & Refund Policy)

Cake Queen from Number 6

1. Placing an Order

Orders may be placed via the website enquiry form, email, or initial discussion through Instagram direct message. All orders are subject to availability.

An order is only considered **confirmed** once a booking fee has been paid within the agreed timeframe and written confirmation has been provided.

Requested dates are not reserved until payment has been received.

Minimum notice periods:

- Celebration cakes: **1–2 weeks**
- Cupcakes: **3–7 days**

Short-notice orders may occasionally be accepted at the discretion of Cake Queen from Number 6, subject to availability.

2. Payment Terms

A **non-refundable booking fee of 50%** is required to secure your order date.

The remaining balance must be paid **on or before collection**. Cakes and cupcakes will not be released until full payment has been received.

Accepted payment methods:

- Bank transfer
- SumUp card payment

If payment is not received by the agreed due date, the order may be automatically cancelled unless otherwise agreed in writing.

3. Cancellation & Refund Policy

Because all cakes and cupcakes are made to order and often require advance preparation and purchased materials, the following policy applies:

Customer Cancellation

- The booking fee is **non-refundable**.
- Partial refunds may be considered at the baker's discretion if cancellation occurs **more than 5 days before collection**, depending on preparation already completed and materials purchased.
- Cancellations made **within 5 days of collection** are non-refundable.

Rescheduling

Orders may be rescheduled with **a minimum of 4 days' notice**, subject to availability.

Baker Cancellation

In the unlikely event Cake Queen from Number 6 must cancel due to illness, emergency, or unforeseen circumstances, a **full refund** will be issued.

4. Design & Creative Process

All products are handmade and artistic interpretation is part of the process.

While inspiration images may be used as guidance, exact replication cannot be guaranteed. Especially for AI photos. Variations in colour, finish, and decoration may occur.

Design changes are discouraged once an order is confirmed. Minor adjustments may be accommodated at the baker's discretion. Significant design changes or changes requiring additional materials may incur additional charges or may not be possible.

5. Collection & Transfer of Responsibility

All orders are **collection only**.

Collections are strictly by appointment at an agreed time. The collection address will be provided after booking confirmation.

A short grace period of approximately 10–15 minutes is allowed. Late arrivals may require collection at a new mutually agreed time, depending on availability.

Responsibility for the cake transfers to the customer upon collection. Cake Queen from Number 6 cannot accept liability for damage occurring during transport or thereafter.

Unannounced visits are not permitted.

6. Storage, Care & Consumption

Storage and care instructions will be provided at collection and must be followed to ensure product quality and safety.

Cakes are best consumed within **2–3 days** of collection unless otherwise advised.

Cake Queen from Number 6 cannot guarantee product quality if storage instructions are not followed.

7. Complaints & Refunds

Customer satisfaction is important, and any concerns should be raised as soon as possible.

- Complaints must be made within **24 hours of collection**.
- The product (or a substantial uneaten portion) must be retained for assessment if a quality issue is reported.
- Refunds will not be issued based on personal taste preferences or changes of mind after collection.

Each concern will be reviewed fairly and reasonably on a case-by-case basis.

8. Home Business Policy

Cake Queen from Number 6 operates from a private home kitchen.

- Collection is by appointment only.
- The address is provided after order confirmation.
- Unannounced visits cannot be accommodated.