

TERMS & CONDITIONS

By placing an order with Violet Cakes, you agree to the following Terms & Conditions.

Orders & Payments

- A minimum of 3 days' notice is generally required for orders, subject to availability.
- Custom orders are confirmed only after payment of a 50% non-refundable deposit.
- The remaining balance must be paid before pickup or delivery, unless otherwise agreed in writing.
- Orders placed through our online shop require full payment at checkout.

Design & Decoration

- Every cake is handmade and slight variations may occur between inspiration photos and the final product.
- Colours may vary slightly due to lighting, edible colour limitations, screen settings, and the nature of buttercream and chocolate products.
- We will always do our best to match requested designs and colours as closely as possible while maintaining quality and stability.
- Some decorations, flowers, toppers, figurines, or decorative elements may be non-edible unless otherwise specified.

Allergies & Dietary Information

- Our kitchen handles ingredients including gluten, dairy, eggs, soy, nuts, and other allergens.
- While care is taken, we cannot guarantee products are completely free from traces of allergens.
- Customers are responsible for informing us of any allergies or dietary requirements before ordering.

Pickup & Delivery

- Pickup is by appointment only from Paddington, Brisbane.
- Customers are responsible for transporting cakes safely once collected.
- We recommend placing cakes on the floor of the passenger side with air conditioning on during transport.
- Cakes should be kept refrigerated unless otherwise advised.
- Delivery times are approximate and may vary due to traffic or unforeseen circumstances.

Cake Storage & Serving

- Cakes are best enjoyed at room temperature.
- Storage and serving instructions provided by Violet Cakes should be followed carefully.
- Once the cake has been collected or delivered, Violet Cakes is not responsible for damage caused by incorrect handling, transport, storage, or exposure to heat/weather conditions.



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Changes & Cancellations

- Changes to orders must be requested at least 5 days before the event date and may not always be possible.
- Deposits are non-refundable, as preparation and scheduling begin once the order is confirmed.
- In the event of cancellation, payments made may be transferable to a future order at Violet Cakes' discretion.

Refunds

- Refund requests must be made within 24 hours of collection or delivery and the product must be returned for assessment.
- Refunds will not be provided for change of mind, minor design variations, or damage occurring after pickup/delivery.
- Taste and texture are subjective; however, customer satisfaction is important to us and we will always aim to resolve concerns fairly.

Photography & Marketing

- Violet Cakes reserves the right to photograph products for portfolio, website, and social media use unless otherwise requested by the customer.

Acceptance

By placing an order with Violet Cakes, the customer acknowledges and accepts these Terms & Conditions.

Thank you

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