

Big Sugar Bakeshop's Terms and Agreement

Note: Prices and changes to our terms and agreement are always subject to change.

Payment: Advanced orders require payment upon confirmation of the order.

Telephone Orders: Customers must provide credit/debit card numbers for payment and provide a copy of the credit card upon delivery.

Email Orders: Orders via email must be confirmed by Big Sugar Bakeshop. If you do not receive a confirmation, please call our bakery. Once you have received the confirmation of your order and it is approved by you or the responsible party placing the order, you are acknowledging that everything is correct as indicated.

Custom Work:

Edible Images: We are able to print and place an edible image on cakes, cookies, cake pops, etc. All images must be submitted in JPEG format with high resolution. We do not take PDF format. Because our products are typically round, please understand that rectangular or square images often do not work well on round products. So that we can insure proper printing, we need your image sent to us 48 hours prior to your order pickup time. Please note that food ink colors may vary and we are not responsible for color changes.

Made by Hand and Fondant Work: You must agree that it is up to the decorator's discretion to make decisions and adjustments if necessary, when creating custom elements during the assembly of the cake. There will always be a slight variation due to the nature of custom work particularly when the cake is a different size or the fondant is a different proportion.

Recreating a Cake from a Photo: The majority of custom work we do comes from a photo the customer provides us. We will do our very best to duplicate what is pictured, however there is always a slight variation. Often times, we make adjustments to the design due to sizing (for example, cake is either smaller or larger than pictured), and the necessity to stabilize and support three dimensional elements.

Painted Artwork on Cakes, Cookies and Cupcakes: It is impossible for us to create "identical" painted artwork as provided in the picture. Therefore, any requests for painted artwork will always look different than pictured.

Color Matching: In order match the color of your cake, you must bring a physical color sample to us (cannot be digital). We cannot guarantee a color match if you verbally explain a color or if you send in a picture of a color. Pictures of color swatches, cakes or dresses are not always true to color.

Decorations and other Toppers: Please provide any decoration, flower, material or topper for your cake two days prior to your pick-up date. Note: If the topper you supply is unstable, we will not attach it to the cake. The topper will need to be placed on the cake after it

has reached its final destination. We will not accept toppers that are fragile and can be easily broken.

Delivery: Delivery of cakes is available for a fee.

Transportation of Your Product: If you are providing your own transportation, please make sure you can transport your cake safely on a flat surface. Once a cake or baked goods leaves our bakery, you accept all responsibility for the transport of the cake to its location. We do not provide refunds if there is a mishap during transportation. However, we will do our best to fix any mishap for an additional charge.

Changes to your Order: We ask you provide us one week's notice on custom order changes prior to your scheduled pick up time. If you need to postpone your cake for another date, we require at least one week's notice. Any notice less than one week, may cause you to incur a rebake/recreate fondant charge.

Return/Cancellation Policies

Once a cake and/or desserts are picked up by you or a designated party, we consider the order accepted. Any product that leaves the bakery is the responsibility of the customer. Refunds requests due to decorating style, color shade or general decoration design will not be honored (see terms above). We only provide refunds in accordance with the policies set forth below.

Cake flavor and texture is always subjective. Refunds requested due to flavor or texture after a cake was accepted will not be honored. To qualify for a store credit, please notify us within 24 hours of your pickup and please bring the cake back so that we can determine whether it does not meet our standards. Quality determination is solely at the discretion of our bakery. A variety of conditions beyond our control may cause the cake to have issues like temperature and humidity. Improper cutting of the cake can cause the cake to collapse. Note that our cakes are refrigerated for transport purposes and should be left out 3 to 4 hours room temperature (no direct sunlight or placed outside) prior to cutting.

Deposits are Non Refundable due to Cancellation: You may apply the deposit to a future order with us.

Full Refunds: There are only two examples in which we give full refunds: (1) Failure to deliver your cake and or desserts and (2) during pickup, the cake and/or desserts do not meet your expectations, we will give you a refund.

NOTE: If we give you a refund, you CANNOT keep the cake or dessert.

Customer Agrees to the Above Terms, click here to accept.

Email this form back to: cakes@bigsugarbakeshop.com