

TERMS OF SERVICE

RIPPLESANDWAVESUK@GMAIL.COM

Ripplesandwaves.co.uk



Please review the following which represent the agreement between Ripples and Waves and the customer.

PLEASE READ THESE TERMS IN FULL

Please review your invoice, the date, the dessert flavours, fillings, size, design theme/style, and any attachments including inspiration photos. These details note the final decision made between Ripples and Waves and customer for the order.

If, for any reason, you do not agree to any of the details noted in the invoice prior to payment, you are welcome to decline the order by sending an email to ripplesandwavesuk@gmail.com.

Orders cancelled after payment has been made are subject to the terms below.

Your payment serves as a signature & agreement to these terms.

CANCELLED, POSTPONED OR RESCHEDULED ORDERS

In the event that you need to cancel, postpone or reschedule your order & Ripples and Waves is notified no less than 2 weeks in advance, I will honour your deposit and/or full payment made as a dessert credit up to 1 year.

Postpone: to put off an event with date unknown.

Reschedule: to schedule again with a new time & date set.

You are welcome to use your dessert credit for any order placed within 1 year of invoice sent. Rescheduling is subject to my calendar & availability.

DEPOSITS & FINAL PAYMENT

DEPOSIT

Orders placed within the 2 weeks minimum advance notice

A 50% non-refundable deposit is due within 24 hours of the invoice being sent in order to secure the event date.

Order requests beyond the 2 week minimum will be required to make a full payment if the total cost is less than £60.

Orders will not be confirmed & reserved to Ripples and Waves until the 50% deposit or full payment is paid, in order to allow all interested customers a chance to book.

Your order will be cancelled & your date may become unavailable in the event your deposit is not received within 24 hours.

FINAL PAYMENT

Final payment for your order is due no later than 7 days before your event date.

For wedding cakes and large orders the final payment is due no later than 2 weeks before your event date.

REFUNDS & DISCLAIMER

NO REFUNDS

In no event shall Ripples and Waves be required to refund any payment charged for any order. As noted above, in the event you cancel the order, postpone, or reschedule, a credit will be added to your account to be used on future invoices within 1 year.

SURCHARGE

Orders placed with less than 1 weeks - 3 day minimum to your requested event date may incur a 30% surcharge on the final payment. This is a fee for last minute orders and full payment will be required within 24 hours of receiving the invoice. Last minute order will depend on my availability and the complexity of the order. I do not accept order after the 3 day minimum.

PACKAGING & CARE

ALLERGEN DISCLAIMER

Ripples and Waves products may contain & come in contact with **Cereals containing gluten, Milk, Eggs, Soya, Lupin, Nuts and Peanuts**. They may also contain **Sulphur Dioxide** and **Sulphites** (dried fruits).

I cannot guarantee that they are free from allergens.

If any of your guests have allergies, it is your responsibility to notify them of the risk & any possible allergens.

Allergens will be listed on order packaging.

PACKAGING

Your desserts will always be packaged appropriately and secure for travel. It is best to place your desserts on a flat surface such as the floor of the car or boot.

Your desserts should never be placed on the seat of the car.

CARE

Ripples and Waves will notify you of care instructions prior to or during collection or delivery. You are responsible for providing a level surface & suitable environment for your desserts.

I strongly advise against placing your desserts outdoors or in direct sunlight.

Ripples and Waves is not responsible for any damages to your order due to outside elements.

LIABILITY & CHANGES

LIABILITY

Ripples and Waves is not liable for any damage that may arise related to your desserts once your order has been picked up or delivered.

CHANGES

It is your responsibility to thoroughly review all details of your order prior to payment. If Ripples and Waves is not notified of any changes to be made prior to submitting final payment, we will assume your agreement and move forward with fulfilling the order according to the invoice details.

SERVINGS & DECOR

SERVINGS

The serving size noted on the order form is based on personal research.
Ripples and Waves is not responsible for cake serving shortage.

INEDIBLE DECOR

Silk florals, acrylic topper, charms, support dowels, & any other inedible decor products are to be removed from your order prior to consumption. You acknowledge that these are not food products and may be harmful if consumed.



THANK YOU FOR YOUR SUPPORT

My business would not be what it is without
my customers.

Whether it's your first time ordering with me
or you're a repeat customer your support is
greatly appreciated!