



TERMS & CONDITIONS

note: in making payment you accept the T&C's outlined in this document

ALLERGY WARNING

WE WORK IN A KITCHEN THAT USES NUTS AND NUT PRODUCTS, GLUTEN, DAIRY, EGGS ETC. IF YOU HAVE AN ALLERGY PLEASE DO BE SURE TO INFORM US. WE WILL TRY OUR BEST TO NOT LET YOUR ORDER GET IN CONTACT WITH THE ALLERGEN BUT BECAUSE WE DO WORK WITH NUTS & OTHER ALLERGENS SUCH AS GLUTEN OFTEN WE CANNOT GUARANTEE THIS – **ORDERING FROM US IS ENTIRELY AT YOUR OWN RISK.**

HALAL-FRIENDLY

OUR KITCHEN IS NOT HALAL CERTIFIED BUT WE DO USE HALAL-FRIENDLY PRODUCTS & INGREDIENTS IN THE BAKERY.

NON-TOXIC DECOR

ALL DECORATIVE ELEMENTS WE PUT ONTO OUR CAKES, FROM FLOWERS AND GLITTER TO GOLD LEAF ARE NON-TOXIC AND NOT HARMFUL TO HUMANS DECORATIONS LIKE GOLD LEAF AND GLITTERS IN PARTICULAR ARE SAFE TO USE ON CAKES FOR DECORATIVE PURPOSES ONLY, CONSUMPTION WILL NOT HARM A PERSON BUT IT CANNOT BE CLASSIFIED AS "EDIBLE" SINCE IT IS NOT A FOOD .

EDIBLE APPLIES TO A RECOGNISED FOODSTUFF ONLY. UNDER EU REGULATIONS FOODSTUFF MEANS SOMETHING WHICH THE BODY ABSORBS – SOMETHING WITH NUTRITIONAL VALUE. THIS CAUSES CONFUSION – IF A PRODUCT IS NOT A RECOGNISED FOOD IN ITS OWN RIGHT THEN IT CANNOT BE OFFICIALLY CLASSED AS EDIBLE. SO, FOR EXAMPLE, AN ICING COLOURING PASTE BASED ON SUGAR MAY BE EDIBLE WHILE A COLOURING MAY BE NON-TOXIC.

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NON-TOXIC DECOR (CONT.)

NON-TOXIC APPLIES TO ALL PRODUCTS WHICH ARE STILL CONSIDERED SAFE SHOULD YOU EAT THEM, BUT WHICH ARE NOT RECOGNISED AS FOODS IN THEIR OWN RIGHT. THIS CLASSIFICATION APPLIES TO A PROPORTION OF ICING COLOURINGS AND ADDITIVES FOR NO OTHER REASON THAN THAT OUR BODIES DO NOT ABSORB THEM – THEY SIMPLY PASS THROUGH. THESE PRODUCTS ARE CONTROLLED BY UK AND EU REGULATIONS AND CONSIDERED SAFE.

PAYMENTS & ORDER CHANGES

WE WORK ON A FIRST COME FIRST SERVE BASIS AND UPFRONT PAYMENT IS REQUIRED TO SECURE ORDER. PLEASE MAKE USE OF THE INVOICE NUMBER AS THE REFERENCE WHEN MAKING PAYMENT AS WELL AS SENDING THROUGH A PROOF OF PAYMENT TO EITHER INFO@, CUSTOM@ OR ORDERS@SWEETLIONHEART.COM. **NOT USING THE INVOICE NUMBER AS REFERENCE AND NOT SENDING A PROOF OF PAYMENT WOULD RESULT IN YOUR ORDER NOT BEING CONFIRMED.**

IF A DATE CHANGE IS MADE MORE THAN 2 WEEKS PRIOR TO EVENT, VENDOR MAY ACCOMMODATE CHANGE ONLY IF THE REQUESTED DATE IS AVAILABLE. IF THE VENDOR IS UNABLE TO CHANGE THE BOOKING DATE DUE TO UNAVAILABILITY, THEN THE ORDER IS CONSIDERED CANCELLED AND THE PROPRIETOR RESERVES THE RIGHT TO WITHHOLD THE DEPOSIT AND REFUND ONLY AMOUNTS ABOVE THE DEPOSIT (IF PAID). IF CHANGE IS MADE LESS THAN 2 WEEKS PRIOR TO EVENT, THE VENDOR MAY ACCOMMODATE CHANGE ONLY IF THE REQUESTED DATE IS AVAILABLE. IF THE VENDOR IS UNABLE TO CHANGE THE BOOKING DATE DUE TO UNAVAILABILITY, THEN THE ORDER IS CONSIDERED CANCELLED AND THE VENDOR RESERVES THE RIGHT TO WITHHOLD UP TO FULL PAYMENT OF THE ORDER.

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CAKE HANDLING

PLEASE NOTE THAT ONCE YOUR CAKE HAS BEEN COLLECTED IT IS ADVISABLE TO DRIVE IT IN AN AIR-CONDITIONED VEHICLE, ON THE FLATTEST SURFACE, I.E THE FLOOR OF THE PASSENGER SEAT OR IN THE BOOT (NOT ON A LAP) WITH A NON-SLIP MAT UNDER THE CAKE BOX.

ONCE YOUR CAKE HAS BEEN DELIVERED TO YOUR HOME OR REACHED THE SPECIFIED VENUE, PLEASE PLACE IT INTO THE FRIDGE UNTIL THE RECOMMENDED TIME PRIOR TO SERVING (WEATHER DEPENDING - COLD DAYS TAKE OUT 3-6 HOURS PRIOR, HOT DAYS TAKE OUT AN HOUR TO AN HOUR AND A HALF PRIOR TO SERVING) SO THAT CAKE CAN COME TO ROOM TEMPERATURE. NO ONE LIKES COLD CAKE!

ONCE THE CAKE HAS LEFT OUR STUDIO IT IS YOUR RESPONSIBILITY TO LOOK AFTER IT - WE CANNOT BE HELD RESPONSIBLE FOR ANY DAMAGE INCURRED ONCE IT HAS LEFT OUR PREMISES, THIS INCLUDES WHEN IN TRANSIT USING OUR DELIVERY SERVICE. WE WILL OF COURSE INVESTIGATE AND FIX ANY DAMAGE THAT CAN BE FIXED SHOULD THIS BE THE CASE.

WE ARE NOT RESPONSIBLE FOR ANY DAMAGE TO THE CAKE AFTER DELIVERY/ SETUP/PICKUP IS COMPLETE. YOU ARE RESPONSIBLE FOR ENSURING AN APPROPRIATE AND SECURE TABLE AND ENVIRONMENT FOR THE CAKE(S). LARGE CAKES CAN BE HEAVY AND REQUIRE A STURDY TABLE, AND ONCE REMOVED FROM THE FRIDGE ARE TO BE KEPT AT AN OPTIMAL ROOM TEMPERATURE OF 27 DEGREES CELSIUS OR BELOW.

SHOULD DAMAGE OCCUR TO THE CAKE THROUGH NO FAULT OF THE VENDOR, THE CLIENT MAY REQUEST FOR THE VENDOR TO FIX THE CAKE PRIOR TO THE EVENT START TIME (SUBJECT TO VENDOR'S AVAILABILITY). PLEASE NOTE THAT IN THIS INSTANCE, A CALL OUT & SERVICE FEE OF FROM R500 AND OVER WILL BE INCURRED AND PAYMENT MUST BE MADE AT THE TIME THAT ALTERATIONS/FIXES ARE MADE TO THE CAKE.

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