

Lionheart

DISCLAIMER

ALLERGIES

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.**

HALAAL

OUR KITCHEN IS NOT HALAAL CERTIFIED BUT WE DO USE HALAAL-FRIENDLY PRODUCTS.

NON-TOXIC

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 CLASSIFIED AS EDIBLE. SO, FOR EXAMPLE, AN ICING COLOURING PASTE BASED ON SUGAR MAY BE EDIBLE WHILE A COLOURING MAY BE NON-TOXIC.

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. THEY ARE CONTROLLED BY UK AND EU REGULATIONS AND CONSIDERED SAFE.

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PAYMENTS

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@

OR ORDERS@SWEETLIONHEART.COM.

NOT USING THE INVOICE NUMBER AS REFERENCE AND NOT SENDING A POP WOULD RESULT IN YOUR ORDER NOT BEING CONFIRMED

CHANGES

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.

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).

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 DAMANGE 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.