



Terms and Conditions

By purchasing a cake/ cupcake/ bouquet from The Little Cupcake House, it is assumed that you have read and accept my terms and conditions in full.

All prices are non-negotiable and priced according to your exact specifications of design and size of cake/cupcakes/bouquet.

Deposits are required to secure your order with The Little Cupcake House. This is at least 50% of the total cost of your order. The remaining balance is due at least two weeks before the collection date. If your order contains fondant decorations, the remaining balance must be paid at least three weeks before your collection date to allow for the appropriate amount of drying out time.

Deposits for wedding cakes/cupcakes/bouquets are required to secure your date. This is at least 50% of the total cost of your order. The remaining balance is due at least eight weeks before your date. Deposits are hereafter non-refundable.

It is the responsibility of the client to ensure balances are paid on time. Failure to do so may result in the loss of your collection date. All deposits are hereafter non-refundable.

All orders are made to order. Any non-collected orders due to sickness or extreme circumstances are refundable only at The Little Cupcake House discretion. We reserve the right to refuse a refund of any order placed should we deem it unreasonable or unsuitable to do so.

Once an order is placed, adjustments and alterations may only be made at the discretion of The Little Cupcake House on an individual basis. We reserve the right to refuse any adjustments and alterations after an order is finalised.

Collection times are pre-arranged between The Little Cupcake House and the customer. Once your preferred collection time has been confirmed, it is your responsibility to adhere to the chosen time and date. Failure to do so will result in your order being resold. Any rescheduled collection times will be solely at The Little Cupcake House discretion and cannot be guaranteed under any circumstances.

Once collected, The Little Cupcake House are not responsible for any damage that may occur.

Due to the perishable nature of these products, I do not recommend keeping longer than three days. There are no refunds available on any perishable item.

Refrigeration can alter the flavour and texture of the product. Store in a cool, dry place and out of direct sunlight.

PLEASE BE AWARE THAT ALTHOUGH ALLERGENS MAY NOT BE DIRECTLY IN THE PRODUCTS, ALL CUPCAKES ARE MADE IN A DOMESTIC KITCHEN THAT USE NUTS, EGGS, DAIRY, GLUTEN, CEREALS, MILK, SOYA, FRUIT, ALCOHOL AND PEANUTS.

The Little Cupcake House hold no responsibility for any ingredient contaminated at source, or any harm that may occur.

The Little Cupcake House cannot guarantee that any cupcakes are allergen free. The Little Cupcake House are unable to produce gluten free or dairy free products.

All our cupcakes contain allergens in **bold**: celery, **cereals containing gluten; wheat flour**, crustaceans, **eggs**, fish, lupin, **milk**, molluscs, mustard, peanuts, sesame, soybeans, sulphur dioxide and sulphites, tree nuts and soya.

IMPORTANT NOTE: Professional food colour additives are used. The manufacturers of these state that their factories are used for various allergens and therefore, they cannot guarantee they are allergen free.

Food colour additives could contain E-numbers. Warning: E110, E104, E122, E129, E102, E124 may have an adverse effect on activity and attention in children.

Due to the nature of these products, I cannot always guarantee 100% uniformity in colours from order to order, separate batches may vary slightly, however, I always endeavour to keep consistency.

Customer design specifications are discussed prior to order confirmation. Final designs and variants thereof are at the final discretion of The Little Cupcake House to ensure the best possible result for each individual customer.

Different sized cakes/cupcakes/bouquets contain different variants of design and colours. Final design specifications are at The Little Cupcake House discretion.

If you are in any way unhappy with your order please inform me promptly so that I can rectify any issues in a timely fashion. Refunds or replacements cannot be issued without return of product and are not guaranteed.