



Terms & Conditions

These terms and conditions are agreed upon to provide a good mutual understanding of how to best work together to ensure a delicious cake and sweet celebration.

1. Order Confirmation

1.1 Once you've accepted your quote in writing, a 50% deposit is required to secure your order and is non refundable unless an alternative written arrangement has been agreed upon. This deposit is paid to: secure the date for your event in the calendar, to source materials and order any personalised items within the agreed timeframe.

For cakes ordered within 7 days from the event date full payment is required.

1.2 Please note that work on your cake will not commence until payment is received.

1.3 The remaining balance is due to be paid by direct deposit 7 days before pick up/delivery of your cake unless an alternative payment method has been agreed upon in writing. To be able to accommodate all clients in the spirit of fairness, please understand that dates cannot be held until your deposit is received.

1.4. Original Cyn Cake Design will not be responsible for any assumption of an event date being secured where a deposit for that order has not been received unless a written agreement has been made.

2. Cancellations

2.1 Cancellations of bookings need to be made in writing 14 days from the event date.

2.2 Please promptly communicate any date changes for your event, Original Cyn Cake Design will endeavour to, but is not guaranteed, to accommodate those changes.

2.3 Cancellations made within 7 days of the event will forfeit the full payment amount.

3. Design

3.1 A lot of work goes into the design and creation process, and with respect for this Original Cyn Cake Design will not directly copy another cake design.

3.2 Cakes cannot be compared to images online, especially in terms of colour, and Original Cyn Cake Design takes no responsibility for the subjective satisfaction of colour palettes and decorative detail compared to online images.

3.3 Original Cyn Cake Design takes no responsibility for change of mind or preference with respect to a cake design or colour palette, if those preferences are not communicated within a reasonable timeframe.

3.4 Cake Design is often intuitive and a reflection of the unique skills, techniques and natural style of your cake artist. While inspiration images are always useful in gauging the overall style direction, inspiration cakes will not be directly copied.

3.5 Cake Flowers - to maintain food safety standards and insurance requirements, all cake flowers will be added by Original Cyn Cake Design prior to venue delivery.

3.6 Original Cyn Cake Design will not be liable for any flowers added by a third party after delivery.

3.7 Flowers are subject to seasonal, and market availability. Every effort will be made to source the exact flower colour and variety requested, however it is always recommended that an alternative back up be agreed upon before ordering.

4. Cake Taster Boxes

Cake tester boxes are available periodically.

Each taster box contains 1 party sized portion of each cake flavour

4.1 As these are purely a sampling, no refunds are offered and they cannot be customised to include or exclude certain cake flavours. We can add cookies to the box for a small fee if you're wanting to sample these in addition to your cake. Cake Taster boxes are pick up only.

5. Making a change to your order

5.1 Original Cyn Cake Design is open to making small alterations to your design as long as they are communicated clearly and within a reasonable time frame with respect to the work involved.

5.2 Some changes may incur additional costs if items are being added to your order or additional supplies are required to fulfil the request.

5.3 Payments for changes to design (if applicable) will be quoted separately and must be paid in full before the design change is approved.

6. Refunds

Cakes will always differ in terms of their colour, design and overall style, particularly when compared to images online. No two cakes will ever be alike as all cake designers have an individual style which is reflected in their work.

6.1 Original Cyn Cake Design may offer a refund for dissatisfaction with the taste or perceived quality of ingredients given at our discretion and only in the instance the cake is returned.

6.2 Refunds will not be given for cakes, cookies and desserts that have been consumed.

6.3 Refunds will not be provided for any miscalculation in reference to cutting and serving your cake as dimensions for cake slices are provided in the original quotation and a cutting and serving guide is provided.

7. Order Fulfilment

7.1 If your event is postponed or cancelled please communicate this with me at least 10 days before the date of your event, unless an alternative timeframe has been agreed upon in writing prior to the cancellation.

7.2 All clients whose bookings are affected by Covid-19, illness or injury are given priority for rebooking their cake for another date.

7.3 No future dates for rebooking are guaranteed if orders are already secured for those dates.

7.4 Refunds minus the cost of supplies purchased will be provided if the cancellation is made within the 10 day timeframe specified for cancellations.

7.5 In the event that Original Cyn Cake Design is unable to fulfil your order for reasons including, but not limited to illness, accident or injury, Original Cyn Cake Design reserves the right to cancel the order and provide a full refund of the order amount only. Original Cyn Cake Design will also make a reasonable effort to find a replacement cake maker for your event. This is not guaranteed and is subject to location and availability.

8. Communication

8.1 Original Cyn Cake Design communicates all enquiries and quotes exclusively via email unless an alternative has been agreed upon in writing. It is expected that communication with you regarding your custom creation is reciprocal, respectful and timely.

8.2 Original Cyn Cake Design is open to general conversation via social media however quotes will be sent via email only.

8.3 Original Cyn Cake Design will not be held responsible for any social media messages and/or emails that are: not received, not seen and not replied to. If you have not received a response to your enquiry, please follow up via email: cynthia@originalcyncakedesign.com.au or the website contact form. Responsibility for timely replies belong to the person making the initial enquiry, and extremely delayed communication may result in order cancellation at the discretion of Original Cyn Cake Design. Extremely delayed communication is communication not returned for more than 7 business days.

8.5 If emails are not replied to, your preferred event date will remain available to be booked. Original Cyn Cake Design will not take any responsibility for dates assumed to be available without any written correspondence to communicate this.

8.6 If emails sent regarding a booking are not reciprocated in a timely manner, or consistently ignored, Original Cyn Cake Design reserves the right to cancel the booking and refund any payments made.

9. Damage

9.1 All tall cakes and those that are 2 tiers or more come with a sturdy internal support structure to ensure minimal movement. Original Cyn Cake Design will not be responsible for any tampering with the cake, its packaging, decoration or structure once collected.

9.2 A printed cake care and serving guide will be provided upon pick up/delivery of your cake. This will cover information on: transport, storage, cutting and serving. Cakes must be transported on a flat surface: either the front footwell of a car or boot.

9.3 Original Cyn Cake Design will not be held responsible for the addition of any items, edible or non edible, to your cake after it has been delivered/collected. Any flowers added by a client or florist after the cake has been delivered/collected, will be the responsibility of the client. Original Cyn Cake Design will not take responsibility for any cakes that are not handled, transported and stored according to the printed directions given at collection.

9.4 No responsibility will be taken for any damage caused to cakes or cookies once they have been picked up by a designated person or delivered to an address/venue.

9.5 All portion sizes are outlined in your quotation and in your cake and cutting guide. A cake care and cutting guide will be supplied to each client. These will also be supplied to venue staff where deliveries are made. Original Cyn Cake Design takes no responsibility for directions for cutting, serving, transporting and storing that are not adhered to.

9.6 For all deliveries, a designated contact person must be named for ease of communication and to ensure all cake care details are agreed upon before completing the delivery.

9.7 A release form must be agreed to and signed by any person collecting an order. Orders will not be released without a signature from the person collecting or staff at the venue where an order is being delivered.

10. Pick Up / Delivery

10.1 Delivery must be booked at the time of the enquiry to ensure availability. Deliveries require: an address, contact person and contact number be provided in order to provide an accurate quote. Original Cyn Cake Design takes no responsibility for the assumption of delivery availability where it has not been requested at the time of booking.

10.2 Pick up times need to be adhered to allow Original Cyn Cake Design to accommodate other pickups and deliveries.

10.3 Changes to pick up times must be communicated within a reasonable time frame.

10.4 Once a cake has been collected, responsibility for the cake is transferred from Original Cyn Cake Design to the client/person collecting the cake and who has signed the release form.

10.5 A cake care guide with information on transporting, storing, cutting and serving your cake will be supplied. Please ensure that you read these carefully and pass on the information to any other person who may transport, store or serve the cake.

11. Agreement to T's & C's

11.1 These terms must be agreed upon before your order can be confirmed.

11.2 Payment of your deposit denotes that you accept the aforementioned terms unless an alternative set of terms has been agreed upon in writing.

One last note, Original Cyn Cake Design maintains open mindedness, ease of communication and always aims to accommodate your order and event. Original Cyn Cake Design acknowledges that occasionally changes need to be made to designs, pick up times, event dates etc

Original Cyn Cake Design encourages you, especially in those instances, to promptly communicate any questions or changes to your order as often as you need to, to ensure an easy experience all the way through from the design process to delivery.

Thank you for choosing Original Cyn Cake Design to be a small part in your celebration.