

**Cancellations, Refunds & Returns Policy**

It is always disappointing for both client and baker when things don’t turn out just right. However, here are a few things in place to help the transaction be more open, smooth and pleasant in any situation.

**PRIOR CANCELLATION**

If client cancels more than 1 week prior, a full refund will be given.

If client cancels within 7 working days of cake booking date, client agrees deposit (usually 50%) is retained by Rollinson’s Cakery.

**RETURNS**

If you are unsatisfied due to:

* Design
* Packaging
* Or any other visible element on the cake,

you must state on collection and one of two things will happen. Either, corrections will be made at a reasonable and agreed upon timeframe (5 minutes to a few hours) or a partial refund will be given as the client does not accept the order (take the cake). The deposit will be retained.

 By accepting the order, you accept that you are satisfied with the design and look of the cake. You also accept any responsibility for safe transport, storage, and integrity of the cake.

**Damage done by not following transport instructions, not following storage instructions or any further specialist instructions given will be accepted as the full responsibility of the client.**

If you are unsatisfied due to:

* Taste
* Sponge inside
* Damages you believe are a direct result of the baker or of yourself
* Or any other element that could not be addressed at pick up (with clear explanation),

you should contact the baker immediately. Either, the baker will attempt to repair this if the cake is returned and it is possible, or the baker will refund the client in full when client returns the cake as wholly as possible.

Returns will not be accepted for cakes half eaten. Returns will be accepted for cakes sliced but not eaten with all slices returned.

*Note: The above does not apply to weddings.*

**WEDDING CANCELLATION POLICY**

If *the client* cancels:

 100% will be refunded if you cancel 12 weeks or more in advance.

 50% will be refunded if you cancel 6 to 12 weeks in advance.

 25% will be refunded if you cancel 4 to 6 weeks in advance.

 0% will be refunded if you cancel 4 weeks or less in advance.

If the *vendor* cancels:

 The full amount (100%)will be refunded.

If you are unsatisfied due to:

* Design,
* Decorating flaws,
* Or any other visible element on the cake,

you must state on delivery/collection and one of two things will happen. Either, corrections will be made at a reasonable and agreed upon timeframe (5 minutes to a few hours) or a full refund will be given as the client does not accept the order (take the cake).

 By accepting the order, you accept that you are satisfied with the design and look of the cake. You also accept any responsibility for safe transport, storage, and integrity of the cake where appropriate.

**Damage done by not following transport instructions, not following storage instructions or any further specialist instructions given will be accepted as the full responsibility of the client/venue.**

Both client and venue will have to sign a liability waiver which outlines this policy and that the client is happy.

If you are unsatisfied due to:

* Taste
* Sponge inside
* Damages you believe are a direct result of the baker or of yourself
* Or any other element that could not be addressed at pick up (with clear explanation),

you should contact the baker immediately. Either, the baker will attempt to repair this onsite if it is possible, or the baker will refund the client in full when client returns the cake as wholly as possible.

Returns will not be accepted for cakes half eaten. Returns will be accepted for cakes sliced but not eaten with all slices returned.

Refunds, of all natures, can take between 1 and 3 working days to process. Any longer, you should contact Rollinson’s Cakery to cross check all details are accurate.