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**Just a lil’ more**

**Terms & Conditions**

Please read the following terms and conditions carefully before placing your order with **Just a lil more**. By accepting this agreement and paying a deposit for our **biscotti, sweets & cakes** making service, you agree to be subject to these terms and conditions. We reserve the right to refuse the sale of goods or services or to cancel an order under certain circumstances.

INGREDIENTS

At **Just a lil more** we pride ourselves on the quality of our products and services. **Biscotti, sweets & cakes** are a perishable and delicate product, and our aim is to provide only the freshest **biscotti, sweets & cakes** of the highest quality to our customers. All **biscotti, sweets & cakes** are made in premises in which nuts, gluten, eggs and dairy are used. Although every effort is taken to keep ingredients separate, **biscotti, sweets & cakes** may contain traces of nuts, gluten, dairy and eggs. All gluten friendly products are made with non-gluten ingredients, but because we use other gluten products in the same area, there is always a small risk of cross contamination.

PAYMENT INFORMATION

A 50% deposit is required to confirm a booking. No order will commence until a deposit has been paid and received.

Once the deposit has been paid, the quoted price remains fixed to the details in the quote.

The balance of payment is due via bank transfer one week prior to delivery. Orders will not be delivered or completed unless paid in full.

DELIVERY

Delivery is not included in the price quoted for your order. We do offer delivery for **biscotti, sweets & cakes**, depending on the distance of delivery the fee will vary. The delivery fee will be confirmed with you prior and in writing. Minimum order for delivery is $75.

If you require delivery this must be requested at the time of your inquiry. Delivery fee will be calculated depending on the distance and will be confirmed in writing.

CONFIRMATION OF ORDERS

Please ensure all contact details, personal information, spelling of names, design requirements, delivery and collection details and any requested changes have been properly documented in your order confirmation. Notify **Just a lil more** via phone or email immediately of any errors.

CANCELLATIONS / CHANGE OF DATE

All cancellations/changes must be received in writing.

If an order is cancelled more than 14 days prior to the event date, the deposit will be used as credit for a future cake minus any out of pocket expenses that have already been purchased.

If an order is cancelled within 14 days prior to the event the full deposit will be forfeited.

If your order is cancelled within 7 days of your event, any balances outstanding will be due and payable.

An order can be rescheduled up to 14 days prior to the event without penalty.

If **Just a lil more** have to cancel the order with you for any particular reason due to health, family or situations out of our control, a full refund will be provided to you, as well as assistance in finding a suitable decorator/ baker with similar experience to complete your order.

CANCELLATIONS, OR CHANGES DUE TO COVID

If you are currently booked with us and wish to reschedule or downsize your order due to Covid , then we will happily take care of this for you, with no penalty. If downsizing you will receive a credit for the difference.

If you are not able to do this, and wish to cancel completely, you will forfeit the deposit but will receive a credit or refund of the balance (depending on your individual circumstances )

However, we require at least one weeks’ notice for this option.

Cancelling the week of the event, and expecting a refund, will not be an option at this late stage. Please be mindful, many hours go into the creation of a cake. Quite often the sugar/fondant work is created in advance. If the cake is not yet complete, we may be able to give a “partial” credit.

DAMAGE

**Just a lil more** cannot take responsibility for damage to **biscotti, sweets & cakes** that have left our premises and been delivered. In the unlikely and unfortunate event that a cake is damaged after delivery we will, at your request, do our best to restore the cake to its original presentation at an agreed additional call-out fee.

VARIATIONS FROM PICTURED ITEMS

While every effort is made to meet customer expectations, please be aware that in cases where a picture or image of a cake is supplied, the outcome may vary slightly from what is supplied. In some cases it may even be necessary to change a colour or vary a product from the picture, as certain cake decorating items may from time to time be unavailable. **Just a lil more** will keep you informed of any major changes to the design you request. Where items are provided on cakes (plastic figures, toys or handmade sugared items) they are strictly provided as decorations on a cake and are not to be consumed.

DESIGN

**Just a lil more** produces handmade **biscotti, sweets & cakes** of the highest standard and aims to surpass client requirements as we understand them. However, it is important to remember that cake making is a combination of edible ingredients, cooking and art, and like all creative expressions, no two outcomes are ever exactly the same. There are times when we will need to make decisions during the process of creation that may affect the style of decoration, proportion or structure of the product.

COLOUR

Colour can be subjective and it is vital that clients wishing for exact colour matches provide colour samples and discuss the desired colour when ordering their cake. With regard to ribbon, we will do our best to match samples provided but are limited by the options available. Some figurines and decorations may contain wire or toothpicks that are dangerous if consumed. If there are any breakages or faults with the items after they are removed from the cake, then, if time permits, these can be replaced at an agreed cost.

REFUNDS

As each cake is unique, so too are your special requirements and concerns surrounding your order. In the unlikely event that you are unhappy with your cake order, please freeze or refrigerate the cake immediately and return it to us on the next business day for assessment. Refunds can only be considered if the cake is available for evaluation.

PHOTOGRAPHY

Photographs taken of your **biscotti, sweets & cakes** prior to delivery remain property of **Just a lil more**.

DISCLOSURE OF INFORMATION

**Just a lil more** will not disclose any personal information such as your name, address, email or telephone number to any person outside of the company, unless the customer has authorised us to do so or unless required by law to disclose such information.

Furthermore, under no circumstances will **Just a lil more** sell or receive payments or services for disclosing customer’s personal information to any partner or external company.

Effective Date: 1 January 2023