



Terms of Service

Welcome to Marnie's Cakes! We're delighted to serve you and provide delicious baked goods for your special occasions. Please take a moment to review our terms of service to ensure a smooth and enjoyable experience.

Deposits and Payments:

For all orders, a deposit is required to secure your desired pick-up date. Invoices will be sent out, and customers will have 48 hours to make their deposit.

For bespoke cakes, a quote will be provided after finalizing the details. Once a quote is accepted, an invoice will be issued, and customers will also have 48 hours to pay the deposit.

After the deposit has been made, the remaining balance of any bespoke cake will need to be made stated date on the order confirmation, which is 3 days before scheduled collection for custom celebration cakes, cupcakes and cake pops.

Wedding cakes require the payment of the remaining balance one week before scheduled wedding day and delivery.

Changes to flavor for bespoke cakes can be made up to 1 week before pick-up, and design changes can be made up to 2 weeks before. Changes may result in a change of price.

Agreed pick-up dates can be changed based on subject to availability, but this cannot be guaranteed.

Changes can only be made up to one week before original collection date.

If your sweet treat requires a cake topper, cake charm or special design elements, changes in these details can only be made if design elements haven't been ordered yet from third party suppliers.

All payments will need to be made via bank transfer. Cash can not be accepted.

Cancellations and Refunds:

Cancellations can be made after the deposit is paid, but please note that the deposit is non-refundable.

For bespoke cakes, cancellations made 2 weeks before the pick-up date still require payment of the full remaining balance.

For Cake Pops, Cupcakes and Bento Boxes cancellations can be made up to 1 week before the pick-up date, but deposits are non-refundable.

If your order had special design elements, such as acrylic toppers/charms, and they have been ordered already, payment for these is still required even after cancellation. Payments must be made in full before the order is processed. Orders will not be handed over until payment is received.

Allergies:

At Marnie's Cakes, we take allergies seriously and strive to create delicious treats that everyone can enjoy. However, please note that we operate from a home kitchen and cannot guarantee the avoidance of cross-contamination of common allergens such as gluten, eggs, milk, and soya.

Furthermore we are not able to cater to specific allergy requirements due to the nature of our recipes. These have been tried and tested over the years and are not currently adaptable for allergies while maintaining the high standards of quality and taste we pride ourselves on.



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Responsibility:

Once the order has left the premises of Marnie's Cakes, the care of the baked goods becomes the responsibility of the customer. Any damages incurred after leaving our premises cannot be attributed to Marnie's Cakes. You will be send a cake care and cutting guide to get the most out of your cake/sweet treat. Please read these carefully to ensure the right cake care and optimised flavour. Not following these details may result in change of structure and taste of the cake and are your own responsibility.

Loyalty program:

At Marnies Cakes, loyalty will be rewarded. With every order you place, you will receive a sticker on your loyalty card. Once you have collected 5 stickers, you will receive a free age/name decoration with your next cake order (worth up to £15). One sticker per order, if order consists of multiple items such as matching cupcakes to cake, the order will still count as one and therefore equal one sticker. Stickers and loyalty card do not expire. Loyalty reward of 5 stickers can not be exchanged for other decorations or cake discounts.

Pick up Details:

Pick up details will be send over to you during the week of your scheduled pick up date. A pick up time will be organised with you during this time as well. Once a timeframe of pick up has been agreed the timeframe can only be changed subject to availability. Once the cake has left the premises of Marnie's Cakes, the responsibility of cake care has transferred over to you and is no longer Marnie's.

Collection times will be scheduled the week of enquired collection date. Collection slots are usually the following:

Thursday & Friday: Morning collection between 9.30-10.30 or evening collection between 5.30-6.30.

Saturdays: Morning collection between 9.30-10.30.

Required times outside of these can be accommodated in certain circumstances and need to be discussed before placing the order and deposit payments. Cakes required for Sunday events will need to be collected the Saturday. They keep fresh in the fridge for up to 5 days after collection.

Wedding Cakes are excluded from these times and will be scheduled on an individual basis and usually include delivery & set up to the venue.

By placing an order with Marnie's Cakes, you agree to abide by these terms of service. If you have any questions or concerns, please feel free to contact us. Thank you for choosing Marnie's Cakes for your sweet celebrations!