



NIKOS
est 1985

SPECIALTY & CUSTOM CAKE BOOKING FORM TERMS & CONDITIONS

Confirmation of Order and Payment Schedule:

- To secure and confirm your cake, we kindly request a deposit to be made of 25% of the total value of the order.
- The deposit is to be made upon confirmation of your order. An administration fee of \$40 is included in this deposit. Please note that an administration fee of \$90 applies to all wedding cake orders, and any specialty cake orders over \$1000. In the event of your order being cancelled, administration fees are non-refundable.
- The balance of your order, including any delivery fees and bonds for decorative hire, must be paid in full 14 days prior to your event. Please note that for wedding cakes we require full payment 21 days prior.
- All bonds will be returned upon return of goods, provided no damage has occurred whilst in the possession of the client. Nikos reserves the right to withhold necessary replacement costs from the bond in the event that an item is returned damaged or lost.
- Please ensure all contact details, personal information, spelling of names, design requirements, delivery and collection details and any requested changes are correctly documented on your cake confirmation invoice. Please notify us immediately if there are any errors

Final Details:

- Confirmation of all final details should be provided to your cake consultant no less than 14 days prior to your function event.
- Once all details are confirmed any changes to your order may be subject to production limitations and availability and will be assessed upon inquiry. Any changes or alterations must be via email. Any additional changes which are confirmed will be charged accordingly.

Cancellation:

- All cancellations or changes must be received in writing via email
- If cancellation occurs more than 30 days before the event the deposit will be refunded, minus the administration fee
- If cancellation occurs within 30 days, the 25% deposit will be forfeited.
- If cancellation occurs within 14 days, the client will be required to pay 50% of the total order.
- If cancellation occurs within 7 days, the client will be required to pay 100% of the total order.
- If components of your cake order have been ordered/made, this will be deducted from the deposit.

Quality Control:

- Please present your invoice if/when you are collecting your order.
- Nikos will take all reasonable care, but will not accept responsibility for damage to, or loss of items before, during, or after an event once order has been safely delivered or picked up by the client. This includes any items left behind at the conclusion of the event. The client is responsible for any loss or damage to equipment hired on your behalf for the event or as part of the order.
- We pride ourselves on the quality of our products and use only the best ingredients available and commercially possible. Whilst every effort is taken to keep ingredients separate, all cakes may contain traces of nuts and other allergens.
- If there are any issues with your order, we kindly ask that you refrigerate or freeze your cake at the earliest possible opportunity and return it to us in order for us to assess the issue and take any necessary actions. Please do not dispose of the cake.
- Please note that finished colours and cake decorations may vary slightly from any pictures that have been provided, and we cannot guarantee 100% matches.
- It is necessary to use food safe dowels, boards, wire and other items in the construction of your cake. Please be aware that these items are not for consumption and can be dangerous if they are consumed.



NIKOS
est 1985

PH: 03 9482 1569

E: info@nikoscakes.com.au

W: www.nikoscakes.com.au

BOOKING CONFIRMATION / DEPOSIT DETAILS:

Credit Card Details:

VISA / MASTERCARD

Cardholder Name:

Card Number: / / / / / / / / / / / /

CVV: / / EXP: / Please debit the amount of: \$ _____

NAME: _____

SIGNATURE:

Please fill out this form, scan & send to info@nikoscakes.com.au



PH: 03 9482 1569
E: info@nikoscakes.com.au
W: www.nikoscakes.com.au