

Your Order - Thank you for placing your order today supported by a non refundable deposit. Details of your order are enclosed.

Stands – Now you have ordered your cake don't forget how it is to be presented. Cake stands increase the beauty and stature of your cake and show it off to its optimum. Many venues do offer stand hire. If this is not the case I hold a selection of cake stands that are available to hire. A £50 security deposit is also required which will be refunded once the stand is returned to me in a satisfactory condition within three weeks of the wedding date. Please note, it is your responsibility to return the stand. We do not collect them.

Final Payment – The final balance of your order is due 4 weeks prior to your wedding. Payment may be made by cheque - please make cheques payable to M Shulman and sent to 5 Gurney Court, Eaton Bray, Dunstable, Bedfordshire LU6 2DZ or by BACS

Alterations – All cakes are made fresh to order therefore any alterations to your design can be made up to 28 days prior to your wedding. Please be aware, however, that major alterations may be dependent on stock availability and may not be possible at short notice, especially during peak seasons. If there are any details you are unsure of it may be possible to email you an image of your finished cake up to 2 days prior to your wedding for your approval. This will allow time to make any final minor adjustments to ensure your cake meets your requirements.

Delivery and Storage – Most brides decide to have their cakes delivered by me direct to the venue and assembled ready for them to cut in their first task of man and wife. Should you choose to collect your cake you must ensure that your cake is kept at room temperature out of direct sunlight in the box(es) provided. If you do choose to collect your cake, Cakes by Shelly accepts no responsibility once the cake has left the premises. If your cake is being delivered it remains the responsibility of Cakes by Shelly until it reaches the reception venue. Wherever possible the cake will be assembled by Cakes by Shelly on the cake table however due to the nature of some venues and ceremonies this is not always possible and is assembled by staff at the venue. Once the cake is delivered to the venue it is no longer the responsibility of Cakes by Shelly. A photo is taken of the cake at the venue and staff are asked to sign a form to state that the cake has been received and left with them in good condition.

Please be aware that cakes with pillars and some stands are not recommended by Cakes by Shelly if your reception is due to take place in a marquee. This is due to the mezzanine floor in the marquee and the fragile nature of the cakes. If you have any queries regarding this please do not hesitate to contact me to discuss your options.

Cancellations - Should for any reason you need to cancel your order all monies previously paid will be forfeited.

Should cancellation occur within 28 days of your wedding date the remaining balance  
MUST BE PAID IN FULL