

Terms of Purchase and Product Information

By purchasing from 'Floral Bakes by Alison' you are confirming you understand and agree to the following terms:

Rev. JUNE 2026

ORDERING & PAYMENT

Once all requirements, including the collection date and time, have been agreed, an invoice will be issued to the email address provided. Orders containing multiple product types or dietary requirements may incur a surcharge of up to 10%. Where applicable, this will clearly be stated on your invoice. All requirements are to be discussed and agreed prior to making any payment. Payments can be made via bank transfer or credit/debit card. All orders have two payment options available:

Option 1:

A 25% non-refundable deposit, with the remaining balance due no later than 14 days before the collection or delivery date. Separate invoices will be issued for both the deposit and final payment, with the final invoice typically sent around two weeks before the 14 day deadline. Both invoices may be issued on the same date where the time between the initial order request and the final payment deadline is short. Payment due dates will be clearly stated on each invoice.

Option 2:

Full payment made upfront, of which 25% of the total order value is deemed a non-refundable deposit.

Orders placed 14 days or less before the collection/delivery date will only be eligible for Option 2 (full payment upfront).

Securing an order:

A minimum payment of 25% is required before any order can be booked in. We request initial payment is made within 48 hours of an invoice being provided. Orders are only confirmed once the initial payment (whether a deposit or full payment) has been received. This will be confirmed with an email from us. Until we have received this payment, availability cannot be guaranteed.

Where a deposit payment option has been selected, any outstanding balance must be paid no later than 14 days before the collection or delivery date. Failure to pay any outstanding balance by the due date will result in cancellation of the order and forfeiture of the deposit. Customers are responsible for ensuring they receive communications sent to the email address provided when placing an order, including checking junk or spam folders and adding our email address to their safe sender list. We cannot be held responsible for missed communications resulting from emails being filtered, blocked, or directed to junk or spam folders.

COLLECTION & DELIVERY

Collections:

All orders, unless otherwise agreed, are doorstep collection only. The collection address is provided on all invoices and booking confirmation emails. It is the customer's responsibility to adhere to the collection date/time agreed when placing the order. If a customer fails to arrive for their collection, we will attempt to contact them via email and text message (where a mobile number has been provided) to offer an alternative collection time. If this is unsuitable or if a prompt response is not received, the order will be forfeited and disposed of. A final message will be sent making the customer aware of this. Where we are able to hold an uncollected order, it will not be held for longer than 24 hours beyond the original collection time. We therefore strongly encourage customers to arrive at the agreed collection time made when booking the order.

Please ensure that anyone collecting, transporting, or setting up the cake(s) does so with great care. Cakes should be transported in a cool vehicle, ideally with air conditioning, and placed on a flat, secure surface such as the footwell or boot of the car.

Delivery:

Delivery must be requested at the time of booking and will incur a minimum charge of £15. Charges will be calculated based on distance and time. Customers must provide clear directions, delivery instructions and ensure someone is available at the delivery location to receive the order. If no one is at the delivery location or we are unable to locate the address, the order will be returned to our property. Any returned order will be treated as a missed collection and the same procedure will apply, with the order not being held any longer than 24 hours. Please note that delivery does not include set-up.

Customers must ensure anyone handling and setting up the cake(s) does so with great care. Once collected or delivered, Floral Bakes by Alison cannot be held responsible for any damage resulting from transportation, storage, handling, setup, or display of the product by the customer or any third party. Customers are encouraged to inspect their order upon collection/delivery.

CHANGES AND CANCELLATIONS

Changes to an order:

Please give as much notice as possible, in writing, for a change to be considered. After payment has been received and your order has been booked in, order alterations, including changes to the collection date & time, are at the discretion of 'Floral Bakes by Alison' and cannot be guaranteed. Depending on the nature of the request, a fee may apply.

Customer Cancellations:

Cancellations must be requested in writing via email. Orders cancelled more than 14 days before the collection or delivery date will be eligible for a refund, excluding the non-refundable deposit (25% of the total order value). This means that where a deposit has been paid, this deposit is non-refundable. Where full payment has been made, 25% of the total order value will be retained as a deposit and the remaining 75% will be refunded.

Orders cancelled 14 days or less before the collection or delivery date are not eligible for any refund under any circumstances.

Our right to cancel:

We reserve the right to cancel any order where payment terms have not been met, including failure to pay within the required timeframe or failure to settle the outstanding balance by the requested date. In such cases, any applicable deposit will be retained.

'Floral Bakes by Alison' reserves the right to cancel any order in exceptional circumstances, such as sudden illness, accident, power failure or other factors beyond our control. In this case, a full refund will be provided. 'Floral Bakes by Alison' accepts no liability for any emotional distress or financial loss resulting from a cancellation.

ALLERGIES

All products are prepared in a kitchen that handles all types of allergens. Due to the serious nature of food allergies, Floral Bakes by Alison does not cater for any allergies and cannot guarantee that any product is free from allergens. Customers are responsible for informing anyone consuming our products of this information. Floral Bakes by Alison accepts no liability for allergic reactions arising from consumption of our products.

PRODUCT INFORMATION

Due to their perishable nature, all cakes are best consumed within 48 hours of collection, with the exception of mini cupcakes, which are best consumed within 24 hours of collection. Products may be enjoyed beyond these timeframes if stored in an airtight container.

To maintain freshness and longevity, products should be stored in a cool room away from heat sources and direct sunlight. Under normal conditions, our products do not require refrigeration.

We only recommend refrigerating cakes during periods of extreme heat, such as a heatwave, where storage in an air-conditioned room is not possible. Please note that buttercream flowers and decorated celebration cakes may soften or melt when exposed to high temperatures. This may include, but is not limited to, storage or display in marquees, at summer garden parties, outdoor events, and summer weddings. To minimise the risk of damage, cakes should be kept in cool conditions wherever possible and exposure to warm temperatures should be limited.

If you choose to refrigerate your cake, please allow it to gradually return to room temperature before serving. Gently acclimatising the cake will help prevent cracking to the cake finish (on celebration cakes) and minimise condensation forming on the surface of the cake. If condensation does occur, please avoid touching or wiping the affected areas, as this may damage the finish or decorations. In most cases, the condensation will evaporate naturally as the cake reaches room temperature. Please note that refrigeration may affect the quality and appearance of fondant decorations and wafer butterfly toppers.

In periods of extreme heat, we may adjust floral designs and buttercream recipes to ensure a more stable product. Celebration cakes will also be internally supported with dowelling where necessary to help maintain structure and prevent movement or tilting.

Floral Bakes by Alison is not responsible for any deterioration, damage, or reduction in quality resulting from incorrect storage, transportation, handling, or display of products by the customer or third party, after collection or delivery.

Each cake is handmade to order; therefore, we cannot guarantee complete uniformity in style, colour, or decoration, and are unable to provide images of the final product prior to collection or delivery. Floral Bakes by Alison reserves artistic discretion in the interpretation of design requests.

Mixed-flavour cupcake bouquets or boxes may experience flavour transfer between products.

Any concerns regarding the quality or condition of a product must be reported as soon as reasonably possible following collection or delivery, together with photographs where appropriate. Refunds, replacements, or other remedies will only be considered where Floral Bakes by Alison has been given a reasonable opportunity to assess the concern. This may require the product, or any remaining portion of it, to be returned for inspection where reasonably requested.

SAMPLE BOXES

Sample boxes must be paid for in full at the time of ordering and are non-refundable.

The purchase of a sample box does not secure or guarantee any future booking. Dates may be provisionally held for up to one month from the date of your enquiry or the collection of your sample box, whichever is later. If a booking has not been confirmed and secured with the required deposit within this period, the date will be automatically released.

If you proceed with an order following the purchase of a sample box, the cost of the sample box will be deducted from the final balance of your order.