



Terms & Conditions

Lead Time

For custom cakes, cupcakes & sugar cookies, please place your order at least 7-10 days before the event. **No rush orders please.**

Ordering Process

You can either submit the Order Form on the website, or message us directly on Facebook or Instagram. We will get back with you if the date you require is still available, and we will discuss with you the specific details of your order. Once confirmed, we will send you a summary of order which also serves as your digital invoice, which includes the payment options.

Deposit

We will require a 50% down payment to secure your order. The balance can be paid on the day of pickup or earlier. **Deposits are non-refundable**, but on a case to case basis, we can make considerations should you need to cancel your order within a reasonable time frame. Last-minute cancellation forfeits your deposit.

Allergens

All our cakes and cookies contain gluten (from flour) and dairy (from butter, milk and eggs). Some cake flavors may also include nuts and chocolates. Please consider this if you have any allergic reactions to any of these ingredients.

Cake Supports

Please be aware that there may be floral wires, wooden skewers, plastic sticks, or wooden dowels inserted into your custom cake to support the structure or any decorative toppers. Make sure you remove these before serving the cake.

Delivery or Pickup

We deliver via Lalamove sedan or MPV depending on the height of your cake. The delivery fee will be shouldered by the buyer and will be paid directly to the driver. We will inform you of the estimated delivery fee ahead of time, but please note that Lalamove rate changes, so any amount we quote is just an estimate until the time of actual booking. You can also book your own pickup, if preferred.

Re-scheduling

For re-scheduling of event, notify us at least 3-5 days prior to original schedule.

Returns & Refunds

If for any reason you are not happy with your order, we do not accept returns, and cannot offer refunds in partial or in full. The best we can offer is a discount on your next order.

Refusal to Accept

We reserve the right to refuse your order if we think we cannot handle the cake specifications you require, or if the date is no longer available.

Thank you!

WWW.LITTLEAVERYCAKES.COM