

The Suisse Shop

European Bakery

WEDDING CAKE POLICIES & ACKNOWLEDGEMENTS

Matching Designs: Often we are asked to duplicate pictures (either ours or from outside sources.) There are many factors which determine replication of a design, not just available supplies and skills. We use our best effort to provide each bride with as close of a duplication as can be attained. With hand produced items, variations in each wedding cake are natural and desired. Every bride wants their wedding cake to be unique. However, we reserve the right to determine the level of replication and possibly alter minor details, at the decorator's discretion, during the decorating process. Some designs may require an up charge. If there are to be fondant or gum paste flowers placed on the cake, we need to know ONE MONTH in advance of the wedding.

Matching Colors: We make every possible effort to match your wedding colors, however, to get as close as possible you must provide us with a color swatch (Paint swatches work great!). When working with food grade color dyes, perfect color matches may be impossible. Colored icing/fondant (particularly purples) may tend to change with time, humidity, heat and light exposure. Darker colors (particularly reds, blacks, blues) may also temporarily stain teeth and may have some residual flavor. We use all our skill to duplicate your swatch as closely as possible.

White icing: Because the recipes of our French Buttercream and White Chocolate Truffle icings contain both butter and eggs, these icings naturally lean toward the color of ivory. If you are wanting a "bright white" cake, the cake must be covered in fondant. We can add an artificial white food dye to our buttercream to make it slightly whiter, but it will not be true white and it may have a residual flavor.

Flowers: You are responsible for making sure any flowers and foliage placed on the cake(s) are safe to place on an edible cake and will not bring harm to you or your guests. You acknowledge that fresh flowers and foliage are not a food product and may contain pesticides, insects, dirt, or other contaminants. Any flowers you want on your cake need to be dropped off to the bakery one day before the wedding. Our delivery person does not place flowers on your cake. If the cake is delivered without flowers, your florist, caterer, wedding coordinator, a friend or family member will need to put the flowers on your cake.

Decorations: When choosing a cake topper, please take into consideration its weight, balance, and the fact that it will be sitting on top of a soft cake. The Suisse Shop is not responsible for any damage to the cake, or the topper should it fall off the cake or sink into it. Ribbons and jeweled brooches may be secured to the cake with pins. You are responsible for make sure all non-edible items on your cake are removed from the cake before it is cut and served. Ribbons, artificial flowers, ornaments/brooches, cake stands, toppers, etc. may be brought to the bakery 10-30 days before your wedding. If the decoration is highly fragile, please do not bring it to the bakery. Instead, have a family member or friend take that item to the venue and have them place it on the cake after delivery.

Stand Rental: Any cake stand, or cupcake stand will need to be reserved with a valid credit card number and \$35 rental fee. The stand **MUST** be returned within three days of the wedding, or the card number will be charged \$10.00/day until returned. If the stand is not returned in the exact condition it left in, the card will be charged for the full amount of stand cost. Do not put the cake stand in a dishwasher. Bottom layer of cake must not be cut on the stand.

Deliveries: We will provide delivery and set-up for all weddings within a 10-mile radius from the bakery. For weddings on non-Holiday weekends, Fridays or Saturdays before 5pm there is a flat \$50 fee for delivery and set-up. For any wedding outside of the 10 mile radius, there is \$3.00 per additional mile added to the flat rate. We use Google Maps for mileage and accuracy. Any delivery on a Sunday will be a \$60.00 fee. Any wedding on a Holiday weekend will have a delivery charge of \$80.00 within 10 miles from the bakery. It is a \$80.00 base rate for any wedding that has a 5 tier. ****Due to the price of gas, delivery charges may be subject to change.**

* If no one is at the delivery site at the time of delivery or if we cannot gain entrance into delivery site, then we return the cake to the bakery. The responsibility of cake delivery then becomes yours. Please take time to confirm the time of delivery with the reception site so that this does not happen. Deliveries will normally be scheduled for 2 hours before reception.

Customer Pick-Up: Our bakery will not be responsible for damages to your cake once it leaves our facility. If you are managing the delivery yourself, we recommend the cake be placed on a flat, clean surface in your vehicle rather than the trunk or angled seats. SUVs with seats folded down flat and allowing air conditioning to flow to the cake would be best. Placing a non-slip mat on the surface where the cake will be placed may help prevent sliding. Remember, the speed you go is not so much the issue. Braking and taking corners at that speed is. Never have someone hold the cake in their lap. Please keep the cake cool and away from sun to prevent softening and melting.

*******Please note that our cakes are made with fresh cream and butter and will melt in extreme heat or direct sunlight.

Upon delivery, after set-up is complete the care and protection of the cake is no longer our responsibility.

Deposit: A \$100.00 non-refundable deposit is required to reserve your wedding cake on the Suisse Shop calendar. Your date / cake is reserved only when this deposit is received. This deposit money will be placed toward the total cost of the cake.

Payment: At least 50% of the balance is due 60 days prior to the wedding and the remaining balance is due two weeks prior to the wedding. It is your responsibility to remember these dates. Your cake will not be made if final payment has not been received.

Cancellation Policy: If you notify us of a cancellation at least 90 days prior to the event, we will refund all payments excluding the \$100.00 deposit. No refunds will be given if we receive less than 90 days notice. If the initial order is started within 90 days of the wedding date, no refunds will be issued in the event of a cancellation. We will not provide bakery products or store credit in exchange for the non-refunded wedding fees already paid. However, if you reschedule your wedding cake for a new date with the Suisse Shop within six months, we will apply all paid monies to the new date.

Changes: Reasonable changes to your order may be made up to 3 weeks prior to event. Pricewise, those changes cannot decrease your wedding cake order more than 20% of its original estimate. Additional costs may be incurred depending on the nature of the changes. If we are able, we will accommodate any changes you request including, but not limited to flavors, sizes, quantities, shapes, and decorations.

Our Obligation: We take our obligation to provide your wedding cake as agreed in this contract very seriously. However, should an unforeseeable event occur which prevents us from fulfilling our obligation and we must cancel our agreement with you, we will refund you your payment in-full. In addition, if at all possible we will work with you to find another qualified bakery to assist you with your wedding cake and will cooperate in transferring materials to the new baker.

Photographs of Your Cake: We reserve the right to take and use our own photos of your cake(s) to use for marketing and promotional purposes. This includes advertising and promotion through our marketing partners, without compensation to you. We may also request photographs from your photographer for the same purpose again without compensation to you, though we may be able to credit the photographer in some marketing if agreed by us and the photographer.

Anniversary Cake! With any \$300 cake purchase (excluding delivery and stand cost), we will provide you with a complimentary 5" cake in any flavor from your wedding cake. This will not be in the same decoration as your wedding, simply a classic smooth style with a delicate trim. This cake is in lieu of you saving the top tier for a year. Please note we will NOT ship this cake. You must order and pick- up at our location at the time of your choosing. Now you can have your cake and eat it too!!!

I have read and understand and agree to comply with this agreement.

Signature _____ **Date** _____