

Terms and Conditions

General Terms

Please note that we require full payment be made up to two working days in advance to secure all orders. While all effort will be made to fulfil every enquiry, orders are not confirmed until payment has been made, and Violet reserves the right to cancel orders that have not been confirmed in this time frame. We will endeavour to reach you via email and phone before cancelling an order that has been invoiced.

Please ensure all details of your order are correct before making payment on an invoice.

We require 3 days (72-hours) notice for any changes to orders. We do not issue refunds but credits may be used toward future orders if made at least 3 days (72-hours) in advance.

All sales are final and we do not issue refunds. Credit will be issued for any order cancelled at least 4 days (96-hours) in advance. We reserve the right to withhold partial or full payments for large or bespoke orders.

We process orders from 9am-5pm Monday – Friday. We do not take orders on a Sunday or on bank holidays.

All prices are subject to change until an order is paid for.

Allergies or Ingredient Sensitivities

Please note that all cakes are made in a small, kitchen where soy, milk, eggs, peanuts and tree nuts are regularly used. As such any item may contain traces of these ingredients.

If you have any food allergens or intolerances, please speak with our team about our ingredients before placing your order.

A number of our cakes contain a small amount of alcohol in both sponge and frosting, which is used to balance and enhance flavour. Please consult with our team you prefer an alcohol-free cake. We are happy to accommodate wherever possible.

Delivery

All cakes are available for collection from the bakery from 12pm.

Delivery can be also arranged. We partner with Addison Lee to deliver our cakes and delivery costs are based on distance from our bakery. Please consult our delivery price list [here](#).

Our standard delivery window is 1pm – 6pm. If you require a more specific delivery time, a priority courier can be arranged at an additional cost, however the earliest cakes can leave the bakery is 12pm.

Cakes required before this time should be ordered for the day before and a priority courier requested.

Telephone contact details delivery instructions must be provided for all orders.

If you are buying a cake to be delivered as a gift, please ensure you provide their full delivery address, contact number and instructions for our couriers in the event they are unavailable for collection. This is needed alongside your own contact details.

If no one is able to accept delivery or the address or contact number provided is incorrect, the cake will be returned to the bakery and a return fee will be charged.

In this instance, redelivery can be arranged, but it will be booked and charged at priority courier rates.

Cake Storage & Fresh Fruit and Flowers

All our cakes, except for Bubble cakes, should be kept in a cool, dark place or fridge between collection and serving.

We advise taking the cake out of the fridge one hour before serving to allow it to return to room temperature.

We advise serving Bubble cakes, Victoria sponges, and all cakes with fresh fruit and/or fresh flowers on the day of collection or delivery.

Please note all flowers are decorative only and not edible.

Violet Cakes maintains no responsibility for damage to cakes after they have left our premises, nor for wilting of flowers or fruit should the cake not be stored as indicated above.