



Terms and Conditions

1. Deposits and payments

- 1.1. A non-refundable payment of £50 must be made to secure your date. This is not included within the deposit; however, will be deducted from your final pay instalment.
- 1.2. A deposit totalling 50% of the final price of your order is due within 2 weeks of confirming your order.
- 1.3. The outstanding balance must be paid in full four weeks before your wedding event.
- 1.4. For orders made within a notice period of 2 weeks, an express fee may be added to the quoted total. This will be dependent upon the complexity of your overall design and features of your bespoke cake. Full payment will be required to proceed with your order. If full payment is not made a week before your wedding event, your order will be cancelled.
- 1.5. Just Like Mummy's accepts bank deposits, cash payments, cheques or PayPal payments. Please note that a 3.5% processing fee is applicable in relation to PayPal payments. If you do not want to pay using PayPal, our bank details will be provided in your invoice. For payments made using cheques, your order is confirmed once the cheque has cleared into the account. Please note, the times frames specified in point 1.4 apply.
- 1.6. We reserve the right to cancel your order if full payment is not made a week before your wedding event.


2. Delivery and Collection

- 2.1. All delivery requests should be made at the time of order confirmation and are in addition to the price of your cake. The client should provide Just Like Mummy's with the location and preferred delivery time. Just Like Mummy's will confirm the time of delivery at least 24 hours before the delivery date.
- 2.2. Any cakes consisting of more than three tiers will need to be assembled at your chosen venue and we do not recommend that these cake creations are collected by the client. Should the client insist on collection in these cases, Just Like Mummy's will not be liable for any damages incurred.
- 2.3. In situations where a cake is to be delivered in the absence of the client, we shall need the details of the designated collection person. We are happy to deliver to persons and venues other than the client. The condition of the cake will be checked by both the receiving client and Just Like Mummy's delivery personnel and signed confirmation will be obtained. We shall not be responsible for the condition or storage of the cake once it has been delivered.
- 2.4. In cases in which Just Like Mummy's sets up your cake order, photographic evidence will be taken and can be used as proof of delivery and confirmation of the condition of the cake.
- 2.5. Just Like Mummy's will not be liable or responsible for the condition of the cake once we have completed our delivery.
- 2.6. Hired items must be return in its original condition by the date specified. A collection service is available for an additional fee.
- 2.7. Collection of smaller cakes may be permitted from our studio at a date and time specified and mutually agreed. Please note, that should the cake fail to be collected at the specified time, we shall not be held liable for any additional costs incurred or delays to your event.
- 2.8. Just Like Mummy's will not be responsible for damages to your cake once it leaves our studio. Please keep the cake cool, on a flat surface (boot or the floor of your vehicle) and away from the sun to prevent softening and melting.

3. Cancellation

- 3.1. In the event of a cancellation, a fee of 50% of the total price will be deducted from any monies paid if notified 4 weeks prior to the delivery in addition to the £50 wedding date secure fee.
- 3.2. If the cancellation period is less than 8 weeks a full refund cannot be made.
- 3.3. Just Like Mummy's is happy to re-arrange a date if this is applicable however please note that additional surcharges may incur.

4. Product care

- 4.1. As all our products are freshly baked, we begin the baking process at least 3 days before the delivery date to ensure the optimum taste.
 - 4.2. As a result, we recommend that are products taste the best once eaten within 7 days.
 - 4.3. We recommend that cakes should be eaten at room temperature. Should they be refrigerated; we recommend that they are sealed in an airtight container and taken out of the fridge at least 2 hours before serving.
 - 4.4. Please note that in relation to wedding cakes, the humidity of the room will affect the sugar paste and in turn the cake itself. Please ensure that the venue is well ventilated and the heat from lighting features does not affect the cake.
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4.5. For cupcakes, cream cakes, gateaux and butter-creamed cakes, we recommend that these items are refrigerated and eaten within 3 days. These items should also be kept in an air-sealed container.

5. Disclaimer

5.1. Please note that your product may contain inedible such as cake dowels or wires in order to help support the structure of the cake.

5.2. Upon delivery of your cake you will be informed of all the inedible items that are used in your cake.

5.3. Just Like Mummy's will take no responsibility for any harm or injury caused when eating our cakes.

5.4. Just Like Mummy's reserve the right to amend the design of the cake once the decorating process has begun. We will endeavour to inform the client of any changes at the first available opportunity, however this may not be at the time in which the design alteration has occurred.

6. Dietary requirements

6.1. Prior to confirming your order, you would have been given the opportunity to discuss any dietary requirements with a member of our team.

6.2. We can create products that are nut, wheat, gluten or dairy free; however please be aware that your product will be made in an environment where traces of these items are present.

7. Refunds

7.1. In the unfortunate event that you are unhappy with the product provided, a refund may be provided subject to discussion.

7.2. Just Like Mummy's must be notified of your dissatisfaction and request for a refund no later than 24 hours after the delivery. Notifications may be made via text but ideally emailed to us.

7.3. The cake must also be retained to discuss the problematic area. Refunds will not be given to faults that arise from not adhering to storage advice.

7.4. Any refunds made on the behalf on Just Like Mummy's will be made within 28 days of the agreed amount.

8. Our Obligations

8.1. While we take our responsibilities very seriously, there may be some extreme conditions, such as accidents or inclement weather, which may prevent us from fulfilling our obligations. Please keep your contact information and alternate contacts up to date so that we may notify you of any situation that may have occurred or may be anticipated.

8.2. We take our obligation to provide your 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 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 cake and will cooperate in transferring materials to the new bakery.

8.3 While we make every effort to provide exactly the flavours, fillings, decorations, sizes, shapes and colours you have requested, the creation of a wedding cake is an art and may be subject to slight variations and/or errors by the creators.

8.4. We reserve the right to take and use our own photos of your cake(s) to use for marketing and promotional purposes, including 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.

8.5 Upon delivery and after the setup is complete, the care and protection of the cake becomes your responsibility.