

Jamie Cakes

Policies & Terms

Thank you for supporting Jamie Cakes! The following policies are designed to ensure a smooth ordering experience and help maintain the quality and care that goes into every custom order.

Custom Orders

All Jamie Cakes creations are custom-made to order. Pricing may vary depending on size, flavor, fillings, decorative detail, specialty requests, and delivery or setup requirements.

Quotes are valid for 7 days unless otherwise stated.

Ordering & Notice

- A minimum of **2 weeks notice** is preferred for all custom cake orders.
- Rush orders may include additional fees depending on availability and complexity.
- Orders are accepted on a first-come, first-served basis.
- Submitting an inquiry does not guarantee a booking until a deposit has been received.

Deposits & Payments

- A **50% non-refundable deposit** is required to secure all custom orders.
- Orders are not considered confirmed until the deposit has been paid.
- Remaining balances are due at pickup or prior to delivery unless otherwise arranged.
- Accepted payment methods may include cash, Cash App, Venmo, Zelle, or other approved methods.

Cancellations & Refunds

Because ingredients, preparation time, and scheduling are reserved specifically for each order:

- Deposits are non-refundable.
- Cancellations made within 72 hours of the event date may not qualify for refunds.

- Refunds are not provided for design dislikes after approval, failure to pick up an order, or damage occurring after pickup/delivery.
- If Jamie Cakes must cancel due to emergency or unforeseen circumstances, payments made beyond the deposit will be refunded.

Design Expectations

Jamie Cakes works closely with inspiration photos and customer requests; however, exact replicas cannot be guaranteed. Handmade decorations, colors, and details may vary slightly due to the custom artistic process.

By placing an order, the customer acknowledges creative flexibility within the requested design style.

Pickup Policy

Customers are responsible for transporting cakes safely after pickup. Cakes should remain level and temperature-controlled during transportation.

Jamie Cakes is not responsible for damage caused after pickup due to improper handling, heat exposure, refrigeration issues, transportation accidents, or dropping/tipping.

Delivery Policy

Delivery is available for an additional fee.

Delivery Pricing:

- Within 10 miles: \$10
- 10–20 miles: \$20
- 20+ miles: custom delivery quote

Customers must provide accurate delivery information and ensure someone is available to receive the order.

Event Setup

Some larger or tiered cakes may require on-site setup.

Setup fees may apply for:

- tiered cakes
- dessert tables
- weddings/events
- cupcake displays

Setup pricing begins at \$25 and varies depending on complexity.

Dietary & Allergy Disclaimer

Jamie Cakes operates from a home kitchen that may process wheat, dairy, eggs, peanuts, tree nuts, soy, and other common allergens.

While efforts may be made to accommodate dietary requests, a completely allergen-free environment cannot be guaranteed.

Storage & Serving Recommendations

For best quality:

- Keep cakes refrigerated if necessary
- Avoid direct sunlight or heat exposure
- Serve at room temperature unless instructed otherwise

Cakes are best enjoyed within 2–3 days of pickup or delivery.

Photography & Marketing

Jamie Cakes reserves the right to photograph completed orders for portfolio, website, and social media use. Customer personal information will never be shared publicly.

Communication Policy

Business communication is preferred through official business channels such as email, text, or social media pages. Response times may vary during busy seasons, weekends, and holidays.

Agreement

By placing an order with Jamie Cakes, the customer acknowledges that they have read and agreed to these policies and terms.