

General Terms and Conditions

Orders

Should be placed latest four (4) weeks before the celebration/event is due. For wedding cakes, the order delay is 6 months prior to the wedding. We accept short notice orders, provided we still have a free slot at your requested date.

Prices and Payment Conditions

Prices: We calculate prices according to your design and the size of your cake.

Deposits: Generally, we do not request a deposit. However, for wedding cakes and/or cakes involving a large amount of advance labor (figures, flowers, etc.) we ask for a non-refundable deposit of 35%, of the total cake value.

The deposit is due by placement of the order and will be invoiced accordingly. In case the deposit is not paid within 10 days from the date of invoice, we reserve the right to cancel any previous arrangements.

Payment: The down payment and/or final payment can be made in cash on the day of delivery/collection.

Cancellation

In case of cancellation up to eight days prior to the delivery/collection date, we reserve the right to seek refund for the hours of work invested in preparation for the cake (decorations, etc.). Should the order be cancelled 7 days before the cake is due, or later, we will invoice up to 80% of the order value.

Cancellation will be valid only in written form (by letter or email).

We retain the right to cancel the booking in case of “force majeure”, such as natural catastrophe, fire or ill health, during which we will refund any money taken, in full.

Design Condition

Eli's SweetArt produces exclusively cakes made individually and by hand, so although we do the utmost to suit customer wishes, variation may occur from the design requested and/or the picture(s) supplied.

Allergies & Special Dietary Requirements

Please discuss with us if you or any of your guests have special dietary requirements. We can make gluten free / egg free / vegan and alcohol free cakes for you.

Please be aware that we utilize nuts, all-purpose flour, dairy products, etc. in our kitchen and, therefore, we cannot guarantee that our "freeform cakes" are completely free of them.

Non-edible items: Occasionally novelty cakes may contain small proportions of inedible items (*). The client receives from us, in writing, a list with all inedible items and their location in the cake. It is the client's responsibility to ensure that these items are removed from the cake before serving.

(*) Non-edible items are: support dowels in tiered cakes, ribbon, wires in sugar flowers, flower picks & flower tape, toothpicks/skewers in figures and models, etc.

Delivery Conditions

Delivery charges are calculated with CHF 0.70/km.; alternatively, cakes can be collected from our premises.

If you choose delivery, we will endeavor to deliver the cake to the venue or your home in perfect conditions and on time. However, we cannot be held responsible for delays due to events outside our control such as traffic conditions, bad weather, etc. If circumstances require, we may recommend delivering the cake 1 day prior to the event.

If you chose to collect the cake, we will not take responsibility for any damage to the cake once it has left our premises.

Storage & Consumption

Shelf life: will very much depend on the type of cake and filling used. As a general rule, we recommend to consume our cakes within 2-3 days, cupcakes the same day they are delivered/collected. You will receive instructions specific to your order.

Storage: Freezing the cake will preserve almost entirely the taste of the sponge and icing for as much as 2-3 months. Please note that freezing will affect the visual appearance of the sugar paste (condensation).

Cakes covered in sugar paste should not be placed in the refrigerator (condensation will ruin the sugar paste and refrigeration accelerates the staling of the flour in the cake).

Complaints

All complaints need to reach us in writing, and evidence of the fault must be included. Refunds / replacement will be entirely at Eli's SweetArt discretion.