



Loungln' Cake LLC
NYC Custom Cakes | Showpieces | Pastry Items

Wedding Policy

Contact: Danae J. Henry - Head Pastry Artist

Website: loungecake.com

Telephone: (917) 740 - 5856

Instagram / facebook: @lounge.cake

Email: lounge.cake@gmail.com | info@loungecake.com

Congratulations! We know that your wedding day is something special. We aim to help you bring it to life. After all, your cake is a piece of art that everyone will stare at all night, and be the last thing they eat as your event comes to a close.

THE ORDER PROCESS

Every bride and groom is entitled to a consultation and cake tasting. This is the opportunity to discuss cake design ideas and desired flavors.

To begin the process of scheduling a consult, we ask all brides and grooms to go on our site and purchase our wedding sample kit, containing our most popular cake flavors and information about consultations and the wedding process . This \$30 fee will then be deducted from the price of the wedding cake, if the couple decides to move forward in the order process. Afterwards, a consult will be scheduled. Consults are free of charge, but are subject to a \$35 NO SHOW FEE, which will be taken from the same payment method used to order your samples.

We understand that everything may not be solidified after one meeting and welcome the opportunity to meet again. If you are sure, however, that you would like us to make your cake for your wedding day, you may consider a non-refundable \$100 Save The Date Fee. Once paid, you are added to our calendar for the year; we keep this under consideration when accepting other orders.

Once ready, a follow up appointment will be scheduled to solidify cake flavors and design for the cake. A non-refundable deposit will confirm your order. At this time a preliminary contact form would be filled out regarding information about the wedding day, including contact for the day of the wedding.

CAKES

All cake tiers consist of 4 layers of cake with filling in between each layer. Each layer of cake is approximately 1 inch wide with a 1/2 inch layer of filling in between. Cake flavors and fillings will be decided after the cake tasting. Changes to cake flavor and filling can be made up to one week before the wedding date.

Most cake designs will be finalized far in advance, however any major changes to cake design can be made up to two weeks before the wedding date. Contact LoungIn' Cake directly if any issues, questions, or concerns occur.

RUSH ORDERS

All wedding cake orders placed within two weeks of pickup/delivery date are considered rush orders. Rush orders are subject to a rush fee at LoungIn' Cake's discretion, which must be paid within 24 hours as well as 70% of the cake price. These payments are non-refundable. One week prior to the wedding date, full payment must be received by LoungIn' Cake. Your order will not begin production until full payment is received.

PAYMENT

Any payment to LoungIn' Cake LLC serves as your agreement to the Policies, Terms and Conditions set. If you do break these terms and conditions, you agree to pay all costs associated with filing a civil suit on our part.

A 40% non refundable deposit on orders over reserves your order as "booked". One month before the wedding date, 70% of the order must be paid, with the remainder due one week before the wedding date. upon receipt. Payment reminders will be sent out one day prior to payment due date. If payments are not made by their respective deadlines, LoungIn' Cake reserves the right to cancel orders after failed attempts at contacting the parties.

CANCELLATIONS

Contact us directly for cancellations. All deposits are non-refundable. For any cancellation within one month of the pickup/delivery date, LoungIn' Cake is entitled to 50% of the order price; only 50% of the cake price will be refunded. Any orders cancelled within a week of pickup/delivery date will not be refunded

REFUNDS

Full refunds are available if we fail to have cake ready for pick up/delivery on the requested date specified at time of order. This does not include issues with Mother Nature out of our control.

We do not provide discounts for:

Wrong information given including date, location, or time.

Wrong flavor order and confirmation

Misunderstanding about cake design, after all paperwork and consultations about cake designs have happened and everything is solidified

Once all orders are confirmed, a copy of all the information is sent to the contact. This provides ample opportunity between consultation date and wedding date to amend all issues.

PICKUP POLICY

Pick up is available for wedding cakes 3 tiers tall and under. Any cake over that height must be delivered (see delivery policy below). Orders must be picked up at the agreed upon time on the Pick-Up Date. If you are late by over 20 minutes picking up your order, there will be a \$20 fee, with a \$15 price increase every additional 10 minutes. If rescheduling must take place, contact at least two hours before original pick-up time. Please be considerate of time.

Once the customer receives the order via pickup, LoungIn' is no longer responsible for damage to the product under any circumstance. The customer will not be entitled to a refund or credit of any kind due to damage by the customer or in any other circumstance.

DELIVERY POLICY

All cakes 4 tiers tall and over must be delivered by LoungIn' Cake. Delivery fees are based on location with fees starting at \$25 in Brooklyn, \$35 in Manhattan, \$45 in Queens and Long Island, and \$55 in New Jersey. Additional fees may be added on a case by case basis due to both intricacy and needs of the cake, as well as the conditions under which we must travel in.

SET - UP POLICY

Set-Up is automatic for every cake delivery; the preferred set-up area must be ready upon arrival of the cake. The table must be sturdy and leveled. If not ready, we cannot guarantee we will be able to stay to set up. Time and address confirmation must take place no later than one week before delivery date.

Allergies

All products may contain or come into contact with milk, wheat, nut extracts, soy, flour (gluten), chocolate, food dyes, as well as other known allergies.

If allergies are not previously shared, you agree to notify your guests of this risk and hold us harmless for allergic reactions.

If allergens are discussed during the order process, it will be noted on your invoice.

Additional Services

Ms. LoungIn' is a certified Pastry Artist and can do a lot more than just cakes! If you would like to add-on additional pastry items, or have a specific request, please ask! If our availability and resources, upon time of request, allows us to be of service to you in that specific area, we will be more than happy to do so!

Privacy and Safety

All information collected by LoungIn' Cake from you is used for the sole purpose of helping you! No information collected will be given to others or used by LoungIn' Cake for any reason besides fulfilling your order or contacting you regarding it.

Your privacy as LoungIn' Cake customers is of the highest importance to us and we will always do our very best to protect it! If you have any additional questions, feel free to contact us.

Payment Methods

- Credit / Debit Cards
- PAYPAL
- Square
- Offline Payments (for orders placed offline)

Contact

LoungIn' Cake is committed to serving you. Feel free to contact LoungIn' Cake with your questions, concerns, and inquiries.

THANK YOU FOR YOUR BUSINESS! KEEP LOUNGIN'!