



TERMS & CONDITIONS

Orders

1. General cake orders must be confirmed 1 month before the date, along with the details, such as exact date, design, decorations, venue and flavors.
2. For any orders within one month or any other last minute orders, it needs to be reconfirmed by our Sales Representative all the possibilities including the design.
3. We prefer all requests are written (mostly in email correspondences), to avoid any possible human errors.
4. We would like to get from you already your preferences on the design particularly; style, theme, colors, as everyone's taste is different. What we consider elegant may not be elegant for you. Therefore every request should be very detailed, even specifying for example the ribbon color. We will not accept any orders that only specifies "elegant" or "simple" or "colorful" and leave it to us to decide, this is to avoid any dissatisfaction from your side.
5. Most orders we received by email, please give us maximum 12 hours to reply your email, as we receive lots of emails every single day. Please be assured that we will DEFINITELY reply your email.

Design

1. For WEDDING Cake orders (ONLY) that are confirmed (deposit paid) with us, we can draw a sketch of how the cake will look like, for big changes we can revise the sketch again.
2. Sample or mock-up requests are possible (for WEDDING cakes only). They are chargeable if the orders are not confirmed with us yet. If confirmed with us (deposit paid), the mock-up is complimentary in a mini size (max 10 cm diameter, ONLY 1 tier) & fake cake. For bigger size, they are chargeable.
3. We always try to make the cake to have the final result as close as possible as requested or as per pictures or sketches given, yet kindly understand this is ART, all made carefully by hand, there is always a possibility of not replicating fully 100%.

Cake

1. We have various flavors available, should you have any special request of the flavor, we will need to do a test first on our own and we will tell you honestly if according to our opinion the taste of the testing was not good. Also, please understand some ingredients that are available outside Indonesia may not necessarily available in Indonesia, particularly not in Bali. We do suggest some replacements, but it may not taste exactly the same as you expect it to be.
2. Cake tasting is available, complimentary for maximum 5 flavors. Above 5 flavors, there will be additional charges, except dessert corner items, they are chargeable.
3. Please note that our standard for one-tiered cake is 5 layers cake, the filling is generally chocolate ganache or filling of your choice from our selections or as per agreement. **Thickness of those 5 layers is 9 cm, the rest will be Styrofoam, this is applied on every tier with real cake.** For cakes requested with higher layers, we will use Styrofoam beneath to give the impression of higher layer. Whatever the height of cakes, of each tier, the thickness of the cake is always the same, the Styrofoam thickness can change, can be elevated, as to make it look higher.



Pricing

1. Most prices are different, as every cake has different details, from the size, type, design and decorations. Therefore almost every time we need to re calculate the prices accordingly and it takes time, as we need to consult with the creative team especially if it's new design or model.
2. Please understand that the decorations are art, made by hand, from a tiny flower petal to a large half-meter figurine, they are all created one by one with hand. They are priced based on level of difficulty, time consumed and materials. Most of decoration materials are imported as well.

Payment Terms

1. We require 50% deposit to confirm the order. Payment can be made by/through; cash, transfer (all bank charges incurred by the client, we need to receive the exact amount), credit card (card needs to be swiped), Paypal (surcharge of 5% applied). With Paypal, the amount need to be paid will be issued by us using our exchange rate.
2. Remainder payment needs to be settled LATEST 3 days prior to the date of the event.
3. To avoid any "runners", we need to apply this strict condition; if latest upon delivery we don't receive the payment, we are forced not to hand over the cake and will take the cake back.
4. Thus, we try to be flexible and accommodate your request, if by any chance you can't settle the payment on the day, we would need some sort of guarantee, which needs to be approved by our Management. Should such guarantee is not provided; we will consider the order/booking is NOT confirmed/cancelled.

Others

1. We require security deposit on every cake stand that is needed, amount varied depending on which cake stand. The deposit will be fully refunded once it is returned in good condition. We do not charge rental fee for this.
2. Cake table & knives are not provided.

Our account details:

- Paypal (surcharge 5% applied, Paypal account julia@deliciosobali.com)
- Transfer:
Name: Yuliawati Halim
Account #: 146 0965 035
Swift Code: CENAIJJA
Bank Name: BCA – Kuta Branch
Jl. Raya Kuta 121, Kuta 80361. Bali – Indonesia

Agreed & understood by,

(signature & date)