

## Terms & Conditions

### 1. Ordering

When you place an order with us, you're agreeing to our terms and conditions. We work on a first come, first serve basis and require upfront payment to secure your order. We only accept orders through our website, and we reserve the right to refuse service to anyone for any reason.

### 2. Payment

We accept payment via a payment link sent to you via email or phone after we confirm your order. Once you receive the link, just click on it to make your payment securely and easily. Please note that payment is required upfront to secure your order. And please make sure that the payment is done in **24 hours**. If we don't receive your payment within that timeframe, we'll have to release the spot you reserved and make it available to other eager customers. We operate on a first-come, first-served basis, so we can't hold spots for too long.

### 3. Delivery and Pick-up

We offer both delivery and pick-up options for our cakes. For delivery, we charge an additional fee based on the distance from our location to the delivery address. For pick-up, we'll provide you with the address and pick-up instructions via email after you've placed your order. It's your responsibility to make sure you pick up your cake at the agreed-upon time.

### 4. Cancellation and Refunds

We totally get it, sometimes life happens and plans change. But when it comes to canceling your custom cake order with Cakes Nederland, we do have a policy in place.

- Cancellations made 1 month or more in advance: Full refund.
- Cancellations made 8-14 days prior: 50% refund.
- Cancellations within 7 days of the scheduled time: No refund.

We hope this policy is fair and understandable. We pour a lot of love and attention into each and every one of our orders, so we appreciate your understanding that we need some notice if things change.

If you have any questions or concerns about our cancellation policy, please don't hesitate to reach out to us. We're always happy to chat!

### 5. Allergies and Dietary Restrictions

We're whipping up some seriously delish treats in our kitchen - but it's important to know that we use dairy, eggs, nuts and soy in our baking. If you got an allergy or if you're living that vegan life, let us know ahead of time so we can make sure to hook you up.

We can make your order vegan or allergy-free by using some seriously awesome ingredients like plant-based butter, vegan cream cheese, and aquafaba to make the fluffiest, most delicious vegan cakes and buttercream you've ever tasted.

We're all about accommodating your dietary needs and doing our best to make your order as allergy-free as possible. But hey, just a heads up - there's always a chance that your order might have some traces of allergens. So, ordering from us is totally at your own risk.

### 6. Intellectual Property

All content on our website, including images and text, is owned by us and protected by copyright law. You may not use any of our content without our permission.

### 7. Liability

We're not liable for any damages or injuries that may result from the consumption of our cakes. By placing an order with us, you agree to hold us harmless from any liability arising from the consumption of our products.

That's it! If you have any questions about our terms and conditions, feel free to reach out to us via our website or social media channels.

The logo for Cakes Nederland features the word "Cakes" in a large, white, cursive script font. Below it, the word "Nederland" is written in a smaller, white, sans-serif font. The entire logo is set against a dark blue background.