

Midtown
15th & Harvard
747-2301



South
71st & Garnett
250-1607

WEDDING CAKE POLICIES

In an effort to assure that there are no misunderstandings, we have outlined some points of potential confusion concerning our wedding cake policies.

We ask that you carefully read and sign the form stating that you fully understand our policies.

Responsibility of Cake Ticket—Because of the delicacies of bridal events, often many people are involved in the cake ordering process; however, to avoid confusion and misunderstandings Merritt's Bakery regards the **bridal cake as belonging (and being the responsibility of) the bride alone**. This responsibility will be independent of who is present when the cake is ordered, who is paying for the cake, or who is coordinating/catering the event. This responsibility will include payment, scheduling delivery details, dropping of swatches or other items; most importantly, this will also include potentially canceling the cake.

Matching Designs—Often we are asked to duplicate pictures (either ours or from outside sources). First and foremost, we make decisions based on the qualities of our bakery and the Tulsa area. Some designs are unwise in this part of the country. There are many factors which determine replication of a design not exclusively available supplies, skills, and local health department regulations. We use our best effort to provide each bride with as close of a duplication as can be attained. As with any handmade product, variations in each wedding cake are natural and desired. Every bride wants their cake to be unique. **However, we reserve the right to determine the level of replication and creative license that we create.**

Matching Colors—We make every possible effort to match your wedding colors, however, to get as close as possible you must provide us with a color swatch. When working with food grade dyes, perfect color matches are sometimes impossible. Colored icing may have a tendency to change with time, humidity, and heat. The darker colors may also stain teeth and will have some residual flavor. We use all our skill to duplicate your swatch; however, **we do reserve the right to determine the quality of the color match.**

Deliveries—Deliveries are taken on a first come, first served basis and must be arranged with a practical concern for the delivered product. Our delivery personnel are renowned for their promptness, professionalism and ability to care for each cake. Therefore, we reserve the right to make delivery decisions based on our experience of what is best for the cake. Cakes need to be kept at 65-75° F and **out of direct sunlight**. Our delivery charges are based on difficulty and distance from the bakery. We never deliver the cake less than 1½ hours prior to the event. If no one is at the site at the time of delivery, if we cannot gain entry into the building or if the conditions of the delivery site potentially endanger the cake, then **we will return the cake to the bakery**. The responsibility for the delivery then becomes yours (we close daily at 6pm & are always closed Sunday). No refunds for the delivery will be given, as we have attempted to deliver the cake. Please take time to confirm the time of delivery with the reception site so that this does not occur. **Please Note**—We never deliver grooms cakes only. You must purchase a bridal cake from us to be eligible for a delivery slot. These appointments are precious, and must be reserved for bridal customers.

Picking Up a Cake – You will need to bring an **enclosed, air-conditioned vehicle with a flat surface** to set the cake on. Car seats, trunks, floorboards, or "holding the cake" are not sufficient. A minivan, SUV or station wagon are preferred. Please make sure your vehicle is clear of anything that might fall on the cake. As most cakes are very tall, it is not possible to enclose the cake in a box. Rather, the cake will be placed in a carrying tray to keep stray fingers out of it. This also keeps heat from building up inside the box and melting the cake. Cakes need to be kept at 65-75° F and **out of direct sunlight**. Otherwise, drive carefully, turning slowly, and avoiding jiggling the cake. Please understand Merritt's Bakery cannot be responsible for the cake once you leave the bakery.

Equipment Deposit—A deposit (amount varies) is also required for any rented equipment, e.g. cake stands. These are refundable deposits only if you return all the equipment pieces, and return them clean, within 4 days after the wedding. Late, dirty, broken or lost items forfeit your deposit at our discretion that we then use to replace or repair our equipment.

Down Payment—To secure a wedding date for your cake you must place a \$50 down payment. This is a reservation fee. The \$50 down payment is **non-refundable (you lose it) and non-transferable** to another cake or order if you:

- 1) Cancel your wedding (unfortunately, for any reason).
- 2) Decide to use another bakery.
- 3) Change your wedding date.
- 4) Any other reason that might cause Merritt's Bakery to turn down another bride to fulfill our obligation to your order.

Final Changes & Payment—Changes to an existing order: size, design, flavor, or filling etc. will be accepted until 10 days prior to the wedding. After that lockout date we cannot accept any changes. All weddings must be completely paid for at least 10 days prior to the wedding. We do not accept partial payments for wedding cakes-it must be paid at one time. Cakes cancelled prior to the ten day lockout date can be refunded up to 50% of the total cost of the cake. After the ten day lockout date, there are **absolutely no refunds** given for any reason for cancelled cakes.

Statement & Signature—I have read, completely understand, and accept to be bound by the terms of this agreement concerning our cake order.

Name (please print): _____ Date: _____

Signature: _____