

Q: "What is the best way to go about ordering my custom/wedding cake?"

A: The best way is to set up an appointment to come into the Shop, and discuss your design and ideas. Meeting face to face gives us the opportunity to talk about various ideas, and also prevents things from getting lost in translation that can sometimes happen with emails. We are definitely not opposed to you emailing us with your inquiry, but ultimately, coming in to discuss everything is the best way. To set up an appointment, you can call us at 818-704-5032, or fill out the contact form on the website.

Q: "Do you charge for cake consultations?"

A: There is NO CHARGE to do a cake consultation. We have seen a trend of most cake shops charging you to just come in and talk. The prices we have seen are anywhere from \$30 - \$100, which they tell you is applied to your order should you book with them. We feel that is just a ploy to get you to book, no matter what, because you feel like you're losing that money if you decide to go elsewhere, which you are. This is our job. The only time you should be paying us to do our job is when you physically buy something from us. So, please feel free to set up an appointment, because they are free of charge.

Q: "Do you charge for cake tastings?"

A: Cake tastings are No Charge, and are typically reserved for Wedding cakes that total \$400 or more. We can make exceptions depending on the cake. We also do tastings a little differently than other bakeries. What we have you do is choose two cake flavors. For each cake flavor, you can choose two fillings. Example, French Vanilla cake with Chocolate mousse and Chocolate Fudge. We then bake you two, 4" mini cakes. You can either schedule the tasting and do it here at our Shop, or if you don't have the time, you can swing by and pick up your sample cakes, take them home, and then if you like them, you can get back to us and we can set up a consultation. If you want to try a third cake flavor, we can give you a cupcake in that flavor. If you want a third 4" mini cake, that would be \$15.

Q: "How much advance notice do I need for a custom/wedding cake?"

A: We typically like to have at least 2 weeks notice, but we can usually fill orders with at least a weeks notice. However, in this business, the earlier the better is what we say for securing your order.

Q: "Is a deposit required?"

A: Yes. We require at least 50% deposit, which is non-refundable, to book your order. Final payment for all cakes that are to be delivered is required at least 7 days before the date of your cake. If you are picking up your cake, you can pay the balance at that time. All Payments on custom and wedding cakes, are non-refundable.

Q: "Are there any days that you are not available for deliveries?"

A: Yes. We are not available for deliveries on the following holidays: New Years Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, Christmas Day and The Day after Christmas.

Q: “Can I make changes to my order once it’s placed?”

A: We require at least 7 days notice for any changes to your cake order. If you need to make changes with less than 7 days notice, there may be an additional charge depending on what those changes are. If you decide that your cake needs to be smaller, there is nothing we can do at that point, and you will be charged the original price for the original order.

Q: “What if I need to cancel my order?”

A: If you need to cancel your order, you need to contact us before the week of your cake order. We have a limited number of cake orders we can take each week, which means we have to turn other orders away once we reach our limit. Once we are within the week of your order, if you need to cancel, we must be contacted before Wednesday of that week to be able to move your deposit or payment to whenever you decide to then do you order. If you don’t cancel before that Wednesday, we will already have begun the process of creating your cake, and at that point, any rescheduling would have to be considered a new order.

Q: “Do you deliver?”

A: Yes. The price varies by location. Typical delivery is anywhere from \$20 to \$50 (usually Wedding cakes, which require Set-up) are the \$50 deliveries. Most deliveries range from \$20-\$30. We recommend having us deliver cakes that are large 2-tiers, or anything over 3-tiers.

Q: “How much do your custom/wedding cakes cost?”

A: The following are estimated prices, but final design and guest count determines the final price.

1. Starting price for single tiered, 8” - \$65, 10” - \$85, 12” - \$110

2. Starting price for a small, 2-tiered cake - \$125

3. Starting price for Custom/Wedding Buttercream iced cake - \$6+ per person

4. Starting price for Custom/Wedding Fondant cake - \$8+ per person

5. Half Sheet cakes start at \$90, Full Sheet cakes start at \$175.

6. 3D sculpted cakes start at \$375