

TERMS OF SERVICE

Effective- 20/02/2023

Prices are subject to change without notice. All quotes are valid for seven days from date of quotation.

1. Ordering process

- Cake orders are placed four days in advanced.
- Biscuit orders are placed two working days in advanced.
- Late orders are accepted on terms that we not fully booked. Cake Sisters Bakeries reserves the right to accept or reject orders at its discretion.
- 100% payment is required to place your order.
- Place your order via WhatsApp or at the bakery.
- Pay via EFT, ATM deposits or at the bakery; please send proof of payment if payment was made via EFT or ATM deposit.
- Refunds will be paid for cancellations that are made three days prior collection. A 10% administration fee will apply.
- Orders cancelled a day or two before collection, refund will be made at a 50% cost of the order total.
- Orders will be processed during operating hours. Communication received outside our operating hours, will be responded too when possible or on the next working day.
- We don't take responsibility for products that are damaged after they have left our premises or when damaged by a customer in our premises.
- A payment received by Cake Sisters Bakeries from the customer, indicates an acceptance of the terms of service.

2. Delivery service

- Due to high delivery expenses, we have unfortunately suspended our delivery services till further notice.

3. Storage and handling

- Cakes and cupcakes can be stored at room temperature (for the period of display), but we encourage that cakes should be refrigerated.
- During transportation cakes should be placed in a firm flat surface.
- Biscuits should be stored in a cool dry place and should be stored in an airtight container once the original pack is opened.

BANKING DETAILS

Banking details

Bank: FNB
Account holder: Cake Sisters Bakeries
Account: 62667771656
Branch code: 250655
Reference: your name & surname

Location

SHOP 6 LADEGAARD HOUSE, 72 Eric Louw Street, Vanderbijlpark C.C, Vanderbijlpark,
1911 (Front opposite Paradise Hotel main entrance and Slater gym)

Proof of payment

Please forward proof of payment via WhatsApp or SMS to our sales team.

Sales: 068 362 8440.

Operating hours

Monday – Friday: 8am – 5pm

Saturday: 8am – 1pm

Sunday: Closed

Public holidays: 8am – 1pm

Closed on: Christmas day, Day of Goodwill and New Year's Day.

Contact details.

Tel: 016 931 2798

Call/WhatsApp: Sales: 068 362 8440

