

**TERMS OF SERVICE**

Effective- 01/11/2020

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 working days in advanced.
- Biscuit and Pie orders are placed two working days in advanced.
- Late orders are accepted on terms that we not fully booked. Cake Sisters Bakeries reserve the right to accept or reject orders at its discretion.
- 50% deposit 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.
- Biscuits should be stored in a cool dry place and should be stored in an airtight container once the original pack is opened.
- During transportation cakes should be placed in a firm flat surface.

**BANKING DETAILS**

**Banking details**

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

**Location**

SHOP 6 LADEGAARD HOUSE, 72 Eric Louw Street, Vanderbijlpark C.C, Vanderbijlpark,  
1900 (Front opposite Paradise Hotel main entrance and Slater gym)

**Proof of payment**

E-mail: [accounts@cakesistersbakeries.co.za](mailto:accounts@cakesistersbakeries.co.za)

Bongani: 073 922 4412, Mamokete: 073 145 9728, Julia: 083 293 2472

**Operating hours**

Monday – Friday: 8am – 5pm  
Saturday: 8am – 1pm  
Sunday/public holidays: closed

**Contact details**

Tel: 016 931 2798  
E-mail: [info@cakesistersbakeries.co.za](mailto:info@cakesistersbakeries.co.za)  
Website: [www.cakesistersbakeries.co.za](http://www.cakesistersbakeries.co.za)  
Call/WhatsApp: Mamokete: 073 145 9728.....Julia: 083 293 2472

