



54 Monmouth Street

Red Bank NJ, 07701

732-530-5700

CupcakeMagician@yahoo.com

CupcakeMagicianOnline.com

Policies

Allergens Found in Our Shop:

Nuts and Nut By-Products

Eggs and Egg By-Products

Milk and Dairy Products

FD&C Yellow #5, Red # 40, # 3

Soy: All products in our shop contain soy

Wheat

Ordering

A minimum of 15 business days notice is required for all wedding cakes, celebration cakes & specialty orders; with the exception of basic birthday cakes.

A minimum of 72 hours notice is required for all other orders; all weekend orders must be placed by Thursday.

Cakes are made to order; earliest time for pick up is 10:00 AM

50% non-refundable deposit of the order is due at the time of booking for all Custom orders

All other orders require a 20% refundable deposit; see cancelation policy

Balance of the order is due 5 days prior to the event

Please Note: Due to high demand, we cannot always guarantee an order and placing an order as soon as possible is strongly encouraged

Tastings

Tastings are offered by requests only and are limited only to wedding and large cakes (100 or more servings)

A minimum of 2 weeks notice is required for a tasting

There is a fee of \$30.00; when you book with us we will deduct this amount from your total

Includes up to an hour with our cake designer to discuss cake combinations and designs

Clients may choose up to 5 cupcake flavors

A Maximum of three (3) persons attending consultation, including bride & groom/ party host.

What should you bring to your consultation?

-Photographs; cakes you may like

-Color swatches

-Invitations

Pricing & Payment {Custom Orders}

All pricing is custom for each order; please refer to "How to place a custom order"

Pricing starts at \$5.00 per serving for buttercream and \$6.00 per serving for rolled fondant

Decorations are priced based on the design and type (handmade vs. ready-made or piped, etc.)

50% non refundable deposit of the order is due at the time of the order

The remaining balance of the order is due 5 days prior to the event

Delivery Set Up & Rentals

Delivery arrangements must be made at the time of order

Delivery fees are determine by distance and setup requirements

We deliver within a 40-50 mile radius with \$100.00 minimum for deliveries outside of 20 mile radius

Please see your tier rental agreement form for information regarding our tier rental policy

Coupon

Coupon values are as specified on the coupon.

Limit of one coupon per customer, per visit; you may not combine any coupons with another promotion.

Coupons are intended for single use only, they must be forfeited at time of use.

Coupons must be present at time of use and will not be applied to a previous purchase.

BOGO's can only be redeemed once per day per customer.

No copies, photos or duplicates will be accepted.

Percentage off coupon valid on product only; not valid on rental fee, delivery fee, or setup fee.

Cancelation, Changes & Refunds

Cancelation Policy (Cupcakes- Standard):

Changes and cancellations to retail orders are accepted until 72 hours prior to scheduled pick up time. No refunds will be provided for orders that are cancelled with less than 72 hours notice.

Changes to order (Cupcakes-Standard):

You may make any changes that you wish to a retail order until 72 hours prior to the pick up time on your written order form. We cannot guarantee any additional flavors will be available if changes are made within 72 hours.

Cancelation Policy (Wedding Cakes & Special Orders):

A non-refundable deposit of 50% of your purchase price is required to reserve your date. You may cancel your order until 15 days prior to your event date and receive a full refund less the 50% deposit.

Changes to order (Wedding Cakes & Special Orders):

Changes may be made to cake flavors, servings counts, and design until 15 days before your event date. At that time, everything must be finalized, no changes to serving count, flavors or design after the 15 day point. Final payment is expected at this time.

Guarantees:

- 1. We GUARANTEE that your cake/cupcakes will be decorated to EVERY specification on your written order form. Upon pick-up of your cake, adjustments can be made for an additional charge.*
- 2. We will ALWAYS take you through our 2 point check, when you pick up your cake. This means that we will ask you if everything is spelled correctly. We will go through your entire order with you, with a copy of your paper order in hand.*

Refund Policy:

If upon picking up your cake, you are not 100% satisfied with the look of your cake, you are NOT obligated to take the cake. If you choose not to take the cake, you will be issued a full refund via original purchase method. Upon pick-up of your cake, adjustments to the cake decoration can be made for an additional charge. Once the cake leaves our shop, we are not responsible for any damage occurring to the cake during transport, set-up or any time thereafter.

Artistic License Disclaimer:

Every cake we make is hand-made. Decorative finishes are done by hand and are subject to the artistic interpretation of our expert cake decorators. You may provide us with a photograph for inspiration and duplication; however, we make no claims for exact duplication of the work done by other cake decorators.