

FAQ: Celebration Cakes

When should I place my order?

-We ask that all orders be placed at least a week in advance. Any shorter notice and we cannot guarantee that we will be able to take your order. We will take any order up to 18 months in advance.

How do I place my order?

-To place an order you may either come into the store during normal business hours, or call in to place it. We ask that you bring any invitations, color swatches and pictures with you when you place the order. If you cannot come into the store, you may always email these images to us at LegacyCakes@yahoo.com. The order is not placed until we receive a 50% deposit.

Can I place an order over email?

-We do not take orders over email, please call us at (817) 442-9999 or stop by the shop at 120 South Main Street, Suite 20, Grapevine Texas.

When do I pay for my order?

-A mandatory, non-refundable deposit must be placed at the time you place your order. This amount is half of your order total. If you are receiving delivery with your order the full balance must be paid 48 hours in advance.

How much are your cakes?

-All of our cakes are custom priced depending on the servings needed, and the decoration. Some buttercream designs are included in one color (Buttercream scroll, buttercream swirls, buttercream polka dots).

What if I want my cake to be bigger but don't need as many servings?

-We offer great faux tiers. These can be decorated in either fondant or buttercream. If you know you want to place an order with a faux tier please do so with plenty of time so we are able to guarantee the necessary size.

How should I carry my cake home?

-We always suggest allowing the cake to ride on the floorboard of your car, or in the very back of an SUV. We do not recommend anyone holding the cake. We also do not recommend it riding in your seat, as they are not level. Please be sure that your car is cool, and the air conditioning is running.

How should I store my cake?

-Some cakes should be stored in the refrigerator. Other cakes should be stored in a very cool home, on the counter. Please be sure to ask a Legacy Cakes staff member what is best for your cake.

What if I need to cancel my order?

-Any order cancelled within 14 days of the due date will not be refunded. If you cancel your order prior to 14 days of the due date, we will issue a store credit in the amount of whatever you have already placed down on the cake. We do not issue refunds under any circumstances.

Do you deliver?

-Yes, we deliver! However deliveries are on a first come first serve basis. We start our deliveries at \$60.00 within 25 miles of the bakery Tuesday-Saturday. If your order requires a difficult delivery time there will be an additional cost. Other distances will be priced accordingly. Sunday and Monday deliveries start at \$80.00 within 25 miles of the bakery. Times for delivery are set by Legacy Cakes.

Can you ship cakes?

-Unfortunately, we do not ship our cakes. We want all cakes to be received in perfect form, which we are unable to guarantee if we ship them.

Do you offer anything else besides cakes?

-Yes! We offer a variety of desserts including but not limited to: macarons, cupcakes, mini cupcakes, jumbo cupcakes, cake balls, cake pops, cookies, miniature pies, brownies and cake push pops.

FAQ: Wedding Cakes

Do you offer tastings and consultations?

-**Yes!** We offer tastings and consultations Tuesdays, Wednesdays and Thursdays. Our first appointment is at 11:00, and our last appointment begins at 5:00. Tastings are \$15.00, which if you book with us, will go back towards the price of your cake. Please call us to schedule a tasting.

What if we can't come in on the designated days?

-Don't let that stop you! We will work with your schedule to guarantee you a tasting and consultation. We do offer to-go tastings as well, so that we can speed along a consultation for the busy bride!

How much are your wedding and grooms cakes?

-We start our wedding and grooms cakes at \$4.00 per slice. This does include some simple buttercream designs in one color (buttercream swiss dots, simple buttercream scroll, buttercream swirls).

Do you deliver?

-Yes, we deliver! However deliveries are on a first come first serve basis. We start our deliveries at \$60.00 within 25 miles of the bakery Tuesday-Saturday. Other distances will be priced accordingly. If your order requires a difficult delivery time there will be an additional cost. Sunday and Monday deliveries start at \$80.00 within 25 miles of the bakery. Times for delivery are determined with the venue and Legacy Cakes.

Do you cut the cake? -We do not stay and cut the cake.

Do you have stands available for rental?

-Yes! We have several different stands available for rental. These are priced individually and will also require a refundable deposit check of \$250, which will be returned when the stand is returned. Stands are required to be returned by the Wednesday after your event.