



Flour Power Bakes – Terms & Conditions

Effective Date: 1st May 2025

Thank you for choosing Flour Power Bakes! Please read these Terms & Conditions carefully. By placing an order and paying your deposit, you agree to these terms.

1. Orders & Payment

- A 50% non-refundable deposit is required to confirm all orders. Orders are not booked until the deposit is received.
- The remaining balance can be paid at any time before collection or delivery. Orders will not be released until full payment has been received.
- Orders placed within 7 days of the required date must be paid in full at the time of booking.
- **Accepted payment methods:**
 - **Bank transfer:** Pay directly using the BSB and account details provided on your invoice.
 - **Stripe payment link:** Pay securely online using the Stripe link included on your invoice (accepts credit/debit cards and digital wallets).
 - **Cash:** Accepted in person for deposits (order is not confirmed until cash is received) and/or at collection/delivery (exact amount appreciated).
- Orders are only confirmed once the deposit is received, regardless of payment method.

2. Cancellations & Refunds

- **Deposits are always non-refundable.**
- If you cancel more than 7 days before collection/delivery, any additional payments made (beyond the deposit) will be refunded in full.
- If you cancel within 7 days of collection/delivery:
 - The deposit is non-refundable.
 - Any additional payments (the balance) may be partially refunded, depending on how much work has been completed or costs incurred. If work has started or supplies have been purchased, part or all of the balance may be retained to cover these costs.
 - If no work has commenced and no costs have been incurred, the balance will be refunded.

- Refunds of the balance for late cancellations are at the discretion of Flour Power Bakes and will be based on the amount of work completed and expenses incurred.
- If Flour Power Bakes must cancel your order due to unforeseen circumstances, a full refund will be provided.
- Nothing in these terms limits your rights under Australian Consumer Law.

3. Changes to Orders

- Minor changes (such as colour or inscription) can be made up to 7 days before the required date, subject to availability.
- Major changes (such as design, size, or flavour) must be requested at least 14 days in advance and may incur additional charges.
- No changes can be made within 7 days of the required date.

4. Collection & Delivery

- Orders can be collected from 43 Melba Avenue, Sunbury, VIC 3429. Collection times must be arranged in advance.
- Delivery may be available within the Sunbury and surrounding area. Delivery fees apply and will be quoted at the time of order.
- Once collected or delivered, responsibility for the condition of the goods passes to the customer.
- Please follow the storage and transport instructions provided to ensure the best quality.

5. Allergens & Dietary Requirements

- All products are made in a kitchen that handles gluten, dairy, eggs, nuts, and other allergens.
- While every care is taken, we cannot guarantee any product is completely allergen-free.
- Please advise of any allergies or dietary requirements when placing your order.

6. Design & Product Variations

- All products are handmade and may vary slightly in appearance from images or inspiration provided.
- If certain decorations or flowers are unavailable, we will substitute with similar items.
- Some cakes and cupcakes may include non-edible decorations (such as toppers, supports, or fresh flowers). These must be removed before serving. Instructions will be provided if applicable.

7. Storage & Shelf Life

- Cakes and cupcakes should be stored in a cool, dry place, away from direct sunlight.
- Products are best consumed within 3 days of collection/delivery.
- Flour Power Bakes is not responsible for products stored or handled incorrectly after collection/delivery.

8. Photography & Promotion

- We may photograph your order for use on our website or social media (no personal customer details will be shared).
- Please let us know if you do not wish your order to be photographed.

9. Liability

- Once your order has been collected or delivered, Flour Power Bakes is not responsible for any damage, loss, or deterioration of the goods that occurs after this point, except as required by Australian Consumer Law.
- Allergen information is provided, and while every care is taken, our products are made in a kitchen that handles common allergens. Customers are responsible for advising of any allergies or dietary requirements. Flour Power Bakes is not liable for allergic reactions where correct information has been provided and reasonable care has been taken, except as required by law.

10. Agreement

- By paying your deposit, you acknowledge and accept these Terms and Conditions.

Contact Us:

For any questions, please contact Flour Power Bakes at flourpowerbakesau@gmail.com.