

Cake care



instructions

Our cakes are lovingly handmade by our highly skilled team of pastry chefs. In order to ensure that you enjoy your purchase in perfect condition, we have prepared the following information on how to carefully transport, store and serve your Dessert Bar Loughton cake.

Handling & Transportation

Carry your cakes carefully.

1. Bags and boxes should be held upright, steady and level to avoid decorations from falling off, or a cupcake from

toppling over.

2. Try not to hold more than one bag in one hand as this will make the cakes tilt and slide.
3. Party cakes shouldn't be stacked on top of each other, to avoid decorations getting squashed.
4. If transporting by car, please place cake boxes onto a level, non-slip surface and try to avoid bumpy roads!
5. Long journeys can cause the icing to soften, and on this basis please try to avoid your purchase being left outside the fridge for more than 30 minutes (or about 15 minutes in warm weather)

Please ensure that you read the information carefully as we at The Dessert Bar Loughton cannot be held liable for damaged items caused by incorrect handling and transportation, once the purchase has been handed over to the customer or an external courier company organised by the customer.

Storage

Please transfer your cakes into the fridge as soon as possible, and keep them away from direct sunlight and heat sources. Decorations such as cake toppers (if supplied separately) should be kept at room temperature.

Shelf Life

Unless stated otherwise, our cakes should be stored in the fridge and have the following shelf life from the day of purchase:

- Celebration cakes : no longer than 5 days (refrigerated)
- Raw Vegan cakes : no longer than 3 days(refrigerated), could be freeze up to 2 months
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Serve & Enjoy

All cakes taste at their best if eaten at room temperature on the day of purchase.

For maximum flavour and a soft, moist texture we recommend removing the cake from the fridge 30 min to 1 hours before consumption, and cake slices and cupcakes 20 to 30 minutes in advance (subject to room temperature).

Cakes with sugar decorations should be collected as close to the required event as possible and ideally should not be stored in the fridge for more than 2 hours as the sugar decorations can melt or collapse in cold, damp conditions.

Cutting the Cake

1. Remove any candles, decorations, cake dowels and sugar paste plaques (if applicable) before slicing your cake.
2. Refer to the cake portions if you need help working out the number of slices.
3. Layer cakes are best sliced with a large plain edged kitchen knife.
4. Cold buttercream or ganache can stick to a knife and make the cake crumble when slicing. To ensure neat, smooth slices, simply have a jug with hot water and a kitchen cloth at hand to dip and wipe the knife blade regularly between slices.

5 . To lift your slice off the cake board, use a cake slice lifter or palette knife.

Dietary & Allergen Information

All our products are baked and prepared in our dedicated kitchen facilities which handle Celery, Gluten (Wheat), Crustaceans, Egg, Fish, Milk, Mustard, Nuts, Peanuts, Sesame Seeds, Soya and Sulphur Dioxide and may contain traces.

If you are unsure, please don't hesitate to contact our sales team via WhatsApp +44 7909915400.

Non-edible Decorations

Your order may include non-edible decorations or components, such as figurines, cake dowels or cocktail sticks. Please ensure that these are removed before cutting and serving the cake. If you are unsure, please check the product page on our website or contact our sales team via WhatsApp +44 7909915400.

Refunds & Returns Policy

We will always do our best to prepare, pack and deliver your product(s) with the utmost care. Nevertheless, accidents can happen and so we ask that you check your order is correct and in perfect condition upon collection/delivery. In the unlikely event that you find your order is

incorrect, incomplete or damaged on delivery, please inform our customer service team immediately via WhatsApp +44 7909915400 and we will do our best to send a replacement in time.

Please note that we cannot be held responsible for any damages occurred during delivery through an external courier. To submit a claim for a credit note or refund, please return the item to us for inspection or provide photographic evidence together with a proof of purchase (till or online receipt) within 48 hours upon receipt. Unfortunately, we are not able to offer any refunds without the requested evidence and proof of purchase. Please note that we can only credit a refund to the card used to purchase the item. Thank you again for your purchase and we hope that you enjoy your order as much as we have loved making it for you. If you would like to share a picture of your cake with us, we'd be thrilled if you tag @thedessertbar_loughton

With Love from The Dessert Bar Loughton
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