

FAQ

Q: What are your store hours and where are you located?

A: Closed Monday, Tuesday – Friday 10:00 -6:00 pm, Saturday 10:00 1:00 pm, sometimes I need to close early for weddings. Address: 5629 Bimini Place, Fayetteville, NC

Q: Do you have walk ins?

A: Not currently. However if you show up, I might not be able to see you because my schedule is already set. It's best to call or email and make an appointment.

Q: Do you offer sample cakes or consultations?

A: Yes, cake tastings and consultations are free. Call to set an appointment for samples and consultations.

Q: Can I stop by to purchase a cake?

A: I make custom order only and I'm not set up for retail purchase with cakes in the case. However on occasions I might have a few items at the end of the week.

Q: What's the process to place an order?

A: View the pictures I have already made to get a general idea of what you're looking for. Fill out the contact form with the date of your event and any other details or contact me by phone.

Q: If I email you a picture will you be able to make the same cake?

A: my interpretation of others work is intentionally slightly different as to not infringe on the previous artist creativity

Q: I place an order but can't pick up my cake?

A: Please contact me ASAP so we can make some arrangement to get your cake. **All cakes are discarded on the 2nd day from your pick-up date** I will not be able to hold your cake or freeze them. There will not be a refund issue back to you. Because money and time has already been spent.

Q: How long does it take to get a response from you by email?

A: If I have all the details i.e. date, serving design/style I will contact you within 1-2 days. Make sure the email and contact numbers are correct. Keeping in mind that mishaps happen at my bakery and if that occur it may take a bit longer.

Q: What payment do you accept?

A: Cash, credit, debit, money order (USPS), Check when making a deposit but not at pick up.

Q: Do you offer refunds?

A: After booking your order you have up to 48 hours to receive a refund. Placing an order less than 2 week a refund will not be given. If an emergency happens on my end you will receive a full refund. My apologies in advance.

Q:How far in advance should I place my order?

A: I prefer 1-2 weeks for desserts, basic buttercream cakes with writing and minimum design. 4-6 weeks for custom cakes depending on the details and availability. However please understand that this is only an estimate time.

Q: If I call or email you on a Friday when will I hear from you?

A: Thursday's and Friday's are the busiest time preparing for weddings or events. I'm closed on Monday's and will respond Monday or Tuesday by email or phone.

Q: I live in another town; how do I pay for my cake?

A: I will send you an invoice to your email to make the deposit of 50%. Weddings are \$100.00 and smaller wedding 24-36 are \$50% deposit.

Q: Do you deliver?

A: Yes, Cost is based on distance. No discount if you are picking up your cake.

Q:Do you give price quotes over the phone or email.

A: Yes but it's not the final cost until I know that all the details of your order that has been discuss. Changing the details will change the price.

Q: I need a cake tomorrow?

A: Sorry, I will not be able to have a cake ready within 24 hours