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WE HOPE YOU LOVE YOUR CUSTOM CAKE JUST AS MUCH AS WE LOVED MAKING IT. HERE ARE SOME BASIC CARE AND HANDLING INSTRUCTIONS FOR YOUR CUSTOM CAKE ORDER.

THE ORDERING PROCESS

WE HAVE A PROCESS WHEN IT COMES TO CUSTOM CAKES. SINCE WE CANNOT GUARANTEE AN EXACT MATCH TO SOMEONE ELSE'S DESIGN WE STILL WANT TO BE SURE WE GIVE EVERY CUSTOMER WHAT THEY WANT AND WHAT THEY EXPECT FROM OUR CUSTOM DESIGNS.

1. ALWAYS SUBMIT A CAKE ORDER ONLINE. WE WILL NOT GO THROUGH SOCIAL MEDIA MESSAGING. THIS WILL ENSURE THAT WE HAVE ALL NOTES AND INFORMATION FOR THE ORDER.
2. ONCE THE ORDER IS PLACED YOU WILL RECEIVE AN EMAIL REPLY AS WELL AS A PHONE CALL TO REVIEW YOUR ORDER ALONG WITH THE PICKUP/DATE INFORMATION.
3. YOU WILL LEAVE A DEPOSIT WITH THE BAKERY FOR YOUR ORDER.
4. IF AN ORDER IS CHANGED WE MAY REQUEST AN EMAIL WITH THAT INFORMATION SO THAT WE CAN DOCUMENT AND UPDATE THE ORIGINAL ORDER.
5. WHEN THE CAKE IS BEING MADE, OUR MANAGERS WILL DOCUMENT THE PROCESS TO ENSURE THAT THE CORRECT FILLING, TOPPINGS AND DESIGNS ARE BEING SUPPLIED. PICTURES MAY BE TAKEN DURING THE PROCESS FOR OUR RECORDS.
6. WHEN THE CAKE IS COMPLETED WE TAKE A FINAL PICTURE OF THE FINISHED PRODUCT AND GET IT READY FOR TRANSPORT.
7. WHEN THE CAKE IS PICKED UP BY THE CUSTOMER RED ROSE WILL SUPPLY YOU WITH INFORMATION ON HANDLING AND TRANSPORTING YOUR CAKE. RED ROSE IS NOT RESPONSIBLE FOR THE CAKE ONCE IT LEAVES OUR STORES. IF WE ARE DELIVERING THE CAKE WE WILL REMAIN RESPONSIBLE FOR THE CAKE UNTIL THE CAKE IS DELIVERED.