



Baking Sins by Lea
Hovervej 56-57
6950 Ringkøbing
CVR nr 38844253

Vilkår og betingelser – kager på bestilling

Alle kager og produkter, fremstillet af Baking Sins by Lea, er underlagt følgende vilkår og betingelser. Ved bestilling fra Baking Sins by Lea accepterer du at være juridisk bundet af disse betingelser.

Bekræftelse og ændringer. Tjek din bestillingsbekræftelse grundigt og lad os vide inden for 7 dage, om der skal foretages ændringer. Vær opmærksom på, at ændringer som designdetaljer, leveringstid og leveringssted er måske ikke muligt at ændre pga. en travl tidsplan. Eventuelle ændringer (designdetaljer, antal portioner, smagen, farver) kan laves inden for 14 dage før leverings-/afhentningsdato.

Depositum og betaling. Din dato er først reserveret og ordre bekræftet, når depositum er modtaget af Baking Sins by Lea. Depositum skal betales senest 7 dage efter modtagelse af ordrebekræftelse. Depositum skal svare til 50% af det totale beløb for kageordren.

Betaling af det resterende beløb forfalder 1 uge før kage levering/afhentning. Betaling af resten kan ske tidligere, hvis du ønsker det. Hvis vi modtager ikke din betaling 1 uge før leveringsdato kan det medføre, at din bestilling bliver annulleret.

Levering. Levering er muligt til større kager, mindst 20 portioner. Baking Sins by Lea påtager sig intet ansvar for skader på kagen (eller andre produkter) efter levering/afhentning.

Kager eller andre produkter (fx sukkerdekorationer, sukkerprint osv) der er placeret udenfor, kan reagere på temperaturen. Der er risiko for skader i varmt eller fugtigt vejr. For kager leveret til leveringssted er det kunders ansvar at indberette skader på os inden for 48 timer skriftligt, samt sende fotografisk dokumentation for problemet/skaden inden for 7 arbejdsdage, hvis du ønsker at klage.

Kage afhentning. Når køberen afhenter en kage eller andet produkt, bestilt hos Baking Sins by Lea, accepterer køberen at produktet er i overensstemmelse med den aftalte ordre. I tilfælde af at en tredjepart afhenter kagen, er det kundens ansvar at sikre, at den person, der afhenter kagen, rådes og er opmærksom på detaljerne i det produkt, der skal afhentes.

Ethvert billede, leveret som en del af beskrivelsen/ordren, er kun til illustrative formål.

Baking Sins by Lea kan ikke holdes ansvarlig for skader på kagen eller produkterne, når de har forladt vores lokaler. Afhentningsbilen skal have en flad overflade for at sikre en sikker transport af produktet. Kagen kan være meget skrøbelig, så vi anbefaler at køre meget forsigtigt og langsomt og også købe en skridsikker underlag.

Allergener. Vores produkter kan indeholde eller komme i kontakt med mælk, hvede, nødder, soja og andre allergener. Du står inde for at orientere dine gæster om disse risici og holder os skadesløse overfor eventuelle allergiske reaktioner. Hver kage indeholder spor af citruser. Spørg os om andre allergener ved kage afhentning/levering. Vores normale køkkenaktiviteter kan indebære delte bagnings- og forberedelsesområder og derfor kan vi ikke garantere, at enhver kage kan være helt fri for allergener.





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Brug af billeder. Baking Sins by Lea forbeholder sig retten til at fotografere din kage til brug for egne referencer, udstillinger eller salgsfremmende reklame uden nogen form for kompensation til dig.

Produkt information. Dekorerede kager kan indeholde ikke-spiselige ingredienser eller dekorationer (fx plast sugerør i flere etagerskage, træ/plastpinde i fondant figurer, blomstertråd i nogle sukkerblomster). Disse ikke-spiselige ingredienser er forklaret ved kage afhentning/levering og skal fjernes før servering eller spisning.

Høje temperaturer kan påvirke kagen (eller produktet) og det er kundens ansvar at arrangere et passende sted for kagen, ude af direkte sollys og væk fra varme. Vi anbefaler, at kagen opbevares i køleskabet (ved max 5°C) indtil 30 minutter før servering. Kager er tuge og kræver et stabilt bord til servering – det er kunders ansvar at finde et stabilt bord.

Kager er bedst spist inden for en købsdag, da vi bruger friske ingredienser. Vi anbefaler ikke at fryse vores kager på grund af sundhedsmæssige og sikkerhedsmæssige årsager.

Klager. Hvis du ønsker at klage, skal du gøre det skriftligt. Bevis for eventuel fejl eller skader bør medtages. Eventuelle refusioner er givet helt efter vores diskretion.

Annulering og refusion. Indbetalinger refunderes i tilfælde af aflysning senest 4 måneder før leveringsdato, mindre et administrationsgebyr på 200kr. Ved afbestilling mindre end 7 dage før afhentning/levering, er betalingen ikke refunderet. Restitutioner på "Last-minute" kager er mulige 7 dage før afhentning/leveringsdato, mindre 20% administrationsgebyr.

I det meget usandsynlige tilfælde, at vi skal annullere din ordre af en eller anden grund, vil vi give dig så meget besked som muligt og diskutere det passende alternativ. Hvis du ønsker ikke at acceptere alternativet, refunderer vi den fulde beløb for dig.

Udlejning. Ekstra udstyr (fade, kagestativer, osv.) skal returneres senest 48 timer efter arrangementstidspunktet påskrevet på fakturaen, medmindre Baking Sins by Lea indvilger i selv at afhente udstyret. Depositum for dette refunderes forudsat at udstyret returneres i nøjagtig samme stand indenfor 48 timer fra leveringstidspunkt og dato. Efter 48 timer vil depositum blive tilbageholdt. Når lejet udstyr returneres inden for den givne tidsramme, og vi er overbevist om, at det ikke er beskadiget, overfører vi en refusion til dig.

Kage kurser. Desværre kan vi ikke udbetale en refusion for kage kursus, hvis du ønsker at annullere din reservation. Vi forbeholder os ret til at annullere kursus, hvis vi ikke har det mindste antal af kursister. Men i det usandsynlige tilfælde, at vi skal annullere et kursus, overfører vi en fuld refusion eller en overførsel af din reservation til et andet kursus af samme pris.





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Terms and conditions – customized cakes by order

All cakes made by Baking Sins by Lea are subject to the following Terms and Conditions. By ordering from Baking Sins by Lea you agree to be legally bound by these Terms and Conditions.

Confirmation and changes. Check your order confirmation carefully and let us know within 7 days whether changes need to be done. Please note that changes such as design details, delivery/collection time and venue address may not be possible due to a busy schedule. Any changes (design, number of servings, flavors, colors etc.) can be made prior to 14 days before date of delivery.

Deposit and payment. Your date is reserved and your order confirmed, when deposit is received by Baking Sins by Lea. The deposit has to be paid latest 7 days after receiving an order confirmation. The deposit shall equal to 50% of the total amount of the cake order. Payment of the remaining amount is due 1 week before cake delivery/pick up. Payment of the remainder can be made earlier if you wish. Failure to complete payment 1 week before the delivery date may result in your order being cancelled.

By making a payment you are accepting the Terms and Conditions as detailed in this document.

Delivery. Delivery can be made for larger cakes, minimum of 20 servings. Baking Sins by Lea does not take any responsibility for any damages to the cake or other products after the delivery.

Cakes or other products (e.g. sugar decorations, sugar print, cream) placed outside are liable to react to the temperature. There is a possibility of damage in hot or humid weather. For cakes delivered to venues it is the customer's responsibility to report any damage to us within 48 hours in writing, as well as send photographic evidence of the issue/damage within 7 working days if you wish to make a complaint.

Cake collection. By collecting a cake or other product, ordered at Baking Sins by Lea, the buyer accepts that the product is in accordance with the agreed order. In case of a third party collecting the cake, it is the customer's responsibility to ensure that the person collecting the cake is advised and aware of the details of the product to be collected.

Any image provided as a part of the description/order is for illustrative purposes only.

Baking Sins by Lea cannot be held liable for any damages to the cake or products once they have left our premises. The collection vehicle should have a flat surface to ensure a safe transport of the product. The cake can be very fragile, so we advise to drive very slowly and carefully, also purchase a non-slip matting.

Allergens. Our products may contain or come into contact with milk, wheat, nuts, soy and other allergens. You agree to notify your guests of this risk and hold us harmless for allergic reactions. Every cake contains traces of citrus. Ask us about other allergens at the cake pick up/delivery. Our normal kitchen operations may involve shared baking and preparation areas and therefore we cannot guarantee that any cake can be completely free of allergens.

Use of photographs. Baking Sins by Lea reserves the right to photograph your cake for our own reference, display or promotional advertising without compensation to you.

Ringkøbing, 5/12/2017





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Product information. Decorated cakes may include non-edible ingredients or decorations (e.g. plastic dowels in tiered cakes, wooden/plastic stick in fondant figures, wires in some sugar flowers). These non-edible ingredients will be detailed at collection/delivery and must be removed before serving or eating.

High temperatures can affect the cake (or the product) and it is customer's responsibility to arrange an appropriate spot for the cake, out of direct sunlight and away from the unnecessary heat. We recommend that cakes are kept refrigerated (at max 5°C) until 30 minutes before serving. Cakes are heavy and require a stable table at serving.

Cakes are best consumed within a day of purchase, as we use fresh ingredients. We do not recommend freezing our cakes, due to health and safety reasons.

Complaints. If you wish to make a complaint to us, please do so in writing. Evidence of any faults or damages should be included. Any refunds will be given entirely at our discretion.

Cancellation and refunds. Deposits are refundable in case of cancellation latest 4 months before the delivery date, less an administration fee of 200kr. In case of cancellation less than 7 days before the collection, the payment is non-refundable. Refunds for Last-Minute cakes are possible 7 days before collection date, less a 20% administration fee.

In the very unlikely event that we have to cancel your order for any reason, we will give you as much notice as possible and discuss the suitable alternative. If you do not wish to accept the alternative, we will refund the full price for you.

Rentals. Additional items (displays, cake stands, other rental items) must be returned within 48 hours of event date stated on invoice, unless Baking Sins by Lea agrees to pick up the items. The deposit is refundable provided the rental items are returned clean and in the same exact condition within 48 hours of the delivery time and date. After 48 hours the deposit will not be refunded. Once the stand (or other rental item) is returned within the given timeframe, and we are satisfied that it is not damaged, we will issue a refund to you.

Cake classes. Unfortunately we cannot issue a refund for a class if you wish to cancel your booking. We reserve the right to cancel the class if we do not have the minimum required number of students booked. However, in the unlikely event that we have to cancel a class, you will be offered a full refund or a transfer of your booking to another class of the same price.

