Olgish Cakes Terms and Conditions

These terms explain how orders work, when a contract starts, payments, changes, cancellations, delivery, allergens and your legal rights.

Last updated: 13 October 2026 | Version: 2026-10-13-r1

Quick summary

- Sending an enquiry form or message is an order request, not an accepted order.
- For bespoke orders, we confirm the agreed details, date and price in writing.
- A bespoke contract starts under the acceptance and payment rules explained below.
- Orders placed through our online shop follow the online-order process explained below.
- Goods made to your specification, clearly personalised goods and goods liable to deteriorate or expire rapidly do not have the usual 14-day change-of-mind cancellation right.
- Fixed-date catering and qualifying leisure bookings have different cancellation rules.
- Your rights for faulty, damaged or misdescribed products are not affected.
- Please tell us about allergies and dietary requirements before ordering.

1. Who we are and when these terms apply

Olgish Cakes is the trading name of OLGISH CAKES LTD, registered in England and Wales (company number 17507868). Registered office: 15 Allerton Grange Avenue, Leeds, LS17 6PR, United Kingdom.

The company has traded as Olgish Cakes since 8 October 2026. These terms are issued on 13 October 2026 for new agreements under this version. Earlier contracts remain with the trader and terms recorded when those contracts were made; this update does not transfer or replace them.

These terms apply to customers ordering wholly or mainly for personal purposes in the United Kingdom, including cakes, desserts, postal products, workshops, delivery and collection. Please read them before ordering.

If you order wholly or mainly for business, trade, craft or professional purposes, you are a business customer. Please contact us before ordering so we can agree the terms for your business order in writing. These consumer terms do not govern business orders.

2. Enquiries, order requests and contract formation

Submitting a website form, sending us a message, receiving an automated acknowledgement or discussing an idea with us is an order request only. It does not mean that we have accepted the request.

If we can fulfil your request, we will personally confirm availability, the product or service, the agreed final details, the required date, delivery or collection arrangements, the final price and any payment deadline in a final written offer or, for a cake order with no advance required, in the booking confirmation described below. A final written offer is not a contract by itself.

For bespoke and other cake orders outside our cakes-by-post shop, paying the required advance means you accept the order details, final price and terms attached to our final written offer. No separate written acceptance is required. The contract starts when we receive the required cleared advance payment, and we then send your booking confirmation in writing. If no advance payment is required, we make the applicable terms and required order information available to you and agree the order details with you before sending written booking confirmation, which starts the contract. A separate final-offer email is not required for this no-advance booking, and you do not need to send a further acceptance reply to the confirmation. Please check any offer carefully before paying and tell us promptly if anything is incorrect.

For workshops and other quoted services, a contract starts when you accept our final written offer in writing and we receive any advance payment stated as required to secure the booking. If no advance payment is required, the contract starts when we confirm your acceptance in writing.

For cakes by post and other products ordered through our online shop, placing an order is an offer to buy. An automated acknowledgement confirms receipt of your order only. For cakes by post, we send the order details and a link for full payment. You do not need to send a separate acceptance reply; please tell us before paying if any details are incorrect. A contract starts when we send written confirmation accepting your order after receiving full payment. If we do not accept your order, we will refund any payment already taken.

You are responsible for giving us accurate contact, delivery, dietary and event information. We will confirm any agreed correction or material change in writing. Payment for an earlier offer does not by itself accept later changes: we will send the revised details and agree those changes with you before confirming them.

3. Products and custom orders

Our products are handmade. Minor differences in colour, decoration and finish are natural and do not make a product faulty where the product still matches the agreed description, size and specification.

For a custom order, our final written offer or no-advance booking confirmation records the agreed specification. If we propose to change any details or description we previously agreed with you, we will identify those changes and ask you to agree them expressly before the contract starts. Descriptions and other information that the law treats as binding remain part of your contract unless a change is expressly agreed with you. Screen colours and handmade decorations cannot always be reproduced exactly.

Any reference image or design expressly included in the agreed order details and recorded in our final written offer or booking confirmation forms part of the agreed specification to the extent described there.

If an ingredient or decoration becomes unavailable, we will contact you before making any material substitution. We might make a minor equivalent substitution of comparable quality where this does not materially affect the agreed appearance, flavour, size, dietary requirements or allergen information.

4. Price and payment

Prices are quoted in pounds sterling. We will tell you the total price payable, including any applicable taxes and delivery charges, any required advance payment and payment deadlines before the contract starts, and record them in the final written offer or no-advance booking confirmation. For online-shop orders, the total price, including any applicable taxes and delivery charges, is shown before you place your order.

An estimate or earlier quote is not our final offer and may be withdrawn before a contract starts. Where our final written offer requires an advance payment to secure a cake booking, we reserve the date and start work only after we receive the required cleared advance payment. That payment accepts the offer, so a separate written reply is not required. If no advance payment is required, we agree the order details with you and secure the booking by sending written confirmation. No further acceptance reply is required.

We will agree any additional price before carrying out a customer-requested change. We will not add hidden charges after the contract starts.

Where an advance payment is required for a bespoke cake, it must reach us no later than three calendar days after we send our final written offer. The offer will state the exact payment deadline. For short-notice orders, we may agree an earlier deadline with you. Any remaining balance is payable under the arrangements stated in the offer or otherwise agreed in writing.

Cakes by post have fixed product prices and include free tracked delivery to mainland England, Scotland and Wales. We do not deliver to Northern Ireland or offshore islands, including the Scottish islands, Isle of Wight, Isles of Scilly, Isle of Man and Channel Islands. We require full payment before confirming a cakes by post order. All postal orders must be paid in full before dispatch.

5. Changes requested by you

After the contract starts, any requested change requires our agreement. We will confirm agreed changes in writing. Please ask for changes as early as possible. We will tell you whether we agree to the change and whether the price, design, delivery or collection arrangements will change.

We might refuse a change after ingredients or decorations have been ordered or preparation has begun. If we do not agree a requested change, the original contract continues unless we agree a cancellation with you. Your statutory cancellation rights are not affected.

6. Cancellations and refunds

Goods made to your specification, personalised and perishable goods

Goods made to your specification, clearly personalised goods and goods liable to deteriorate or expire rapidly do not have the usual 14-day change-of-mind cancellation right. We will tell you before the contract starts when this exception applies. It does not affect your rights if goods are faulty, damaged, not as described or not fit for purpose.

Workshops and services

The usual 14-day change-of-mind cancellation right does not apply to catering services or leisure activities, including qualifying cake-decorating workshops, booked for a specific date or period. We will tell you before the contract starts when this exception applies.

For another service booked at a distance that is not covered by an exception, you will normally have 14 days from the day after the contract starts to change your mind. You can cancel by a clear statement sent by email, post or our contact form. The cancellation form below is optional.

Starting a service during the cancellation period

If you expressly ask us to start a service during the 14-day cancellation period and then cancel, we may charge a proportionate amount for the service properly supplied before cancellation. If the service is fully performed during that period after your express request and acknowledgement that the cancellation right will be lost on full performance, the cancellation right ends when the service is completed.

If you ask to cancel

Where no statutory change-of-mind right applies but we agree to a cancellation, any amount retained will reflect our direct loss caused by the cancellation. This might include work already completed and non-recoverable ingredients, materials or other costs. We will take reasonable steps to reduce our loss and explain any deduction. We will refund the balance of any payment after those deductions.

If you ask to move a workshop after preparation or non-recoverable purchasing has begun, we will tell you about any additional cost before agreeing a new date. A new date is subject to availability.

If we cannot supply your order

If we cancel because we cannot supply the order, we will refund the amount paid for anything not supplied. Nothing in this section limits any other statutory remedy.

Optional cancellation form

To: OLGISH CAKES LTD, 15 Allerton Grange Avenue, Leeds, LS17 6PR, United Kingdom

Email: hello@olgishcakes.co.uk

I/We give notice of cancellation of my/our contract for the sale of the following goods / supply of the following service:

Ordered on / received on:

Name:

Address:

Signature, only for a paper form:

Date:

7. Delivery and collection

The agreed delivery or collection method, place and date will be shown in our final written offer, booking confirmation or online order confirmation. Please make sure that someone is available to receive and safely store the product.

For local delivery, the risk of accidental loss or damage passes to you when the order is handed to you or to a person you have identified to receive it. For postal products, the risk remains with us until the product is delivered to you or a person you have identified to receive it, in accordance with your statutory rights.

If delivery or collection cannot be completed because the details you supplied are wrong or nobody is available, we will contact you. Any redelivery or storage charge must reflect our reasonable additional cost and will be agreed before we proceed.

If you cannot collect on the agreed date, please contact us as soon as possible. We will store the order for as long as reasonably safe and practical, taking account of the nature of the product.

Delivery and collection information: https://olgishcakes.co.uk/delivery

8. Damaged, faulty or incorrect products

Please inspect the order as soon as reasonably possible. If something is damaged, faulty or not what we agreed, contact us promptly with your order details and, where practical, photographs so we can investigate.

For perishable products, contacting us within 24 hours usually gives us the best opportunity to assess the problem. This request does not remove or shorten your statutory rights.

Where a product does not conform to the contract, we will provide the remedy required by law, which may include replacement, a price reduction or a refund depending on the circumstances.

9. Allergens and dietary requirements

UK food law identifies 14 regulated allergens. Our kitchen handles several regulated allergens and is not an allergen-free environment. Product-specific allergen information identifies the allergens relevant to each product.

Please tell us about allergies, intolerances and dietary requirements before ordering. For bespoke orders, we will confirm whether we can meet your requirements and provide relevant product-specific allergen information before you agree the booking or make any payment. For food ordered online, allergen information is provided before purchase and again when the food is supplied. We provide written allergen information with food supplied at delivery or collection.

Nothing in these terms removes our food-safety responsibilities or liability that the law does not allow us to exclude.

Olgish Cakes allergen guide: https://olgishcakes.co.uk/allergens

Food Standards Agency allergy guidance: https://www.food.gov.uk/safety-hygiene/food-allergy-and-intolerance

10. Website use and intellectual property

You may use this website for lawful purposes. Website text, photographs, illustrations, branding, artwork and other original content belong to us or are used with permission. They must not be copied or used commercially without permission.

If you ask us to reproduce or include a logo, photograph, artwork or other protected material you provide, you confirm you have permission to use the material for your order. We may refuse content that is unlawful, abusive or likely to infringe rights.

11. Our responsibility to you

We are responsible for loss or damage that is a foreseeable result of breaking the contract or failing to use reasonable care and skill. We are not responsible for loss that was not foreseeable when the contract started.

We do not exclude or limit liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, breach of your statutory rights, or anything else that cannot lawfully be excluded.

Products supplied under these consumer terms are for private use. We are not responsible for business losses arising from private consumer use.

12. Delays and events beyond our reasonable control

If an event beyond our reasonable control affects your order, we will contact you as soon as reasonably possible and take reasonable steps to prevent or reduce delay. We remain responsible for failures within our control or the control of delivery providers we use, and for failing to take reasonable care.

Where we agree to deliver goods, we will deliver by the agreed date or within the agreed period. If none was agreed, we will deliver without undue delay and within 30 days after the contract starts.

If we refuse delivery, or miss a delivery deadline that was essential in the circumstances when the contract started or that you told us beforehand was essential, you may end the contract immediately. For other missed delivery deadlines, you may give us an additional period appropriate to the circumstances and end the contract if we do not deliver within it.

If you end the contract under these rules, we will refund all payments under it without undue delay. You can instead cancel affected goods or reject goods delivered late and receive a refund for those goods without ending the whole contract. Goods whose value or character would be materially harmed by splitting them must be cancelled or rejected together.

If we cannot supply a workshop or other service because of such an event, we will refund payments for what we cannot supply. Your other remedies for delay or failure, including any right to compensation, remain available.

13. Changes to these terms

We may update these terms for future orders and order requests, for example to reflect changes in law or how we operate. The date and version at the top of this page identify the current terms.

For bespoke orders requiring an advance and for quoted services, the version included with our final written offer and accepted when the contract starts will govern that contract. For a cake booking with no advance required, the version made available to you before we agree the booking and included with our written booking confirmation will govern the contract. We will include that same version even if these terms have since been updated.

For cakes by post, the version provided with your online order request is preserved in our final written offer with the payment link and in our written acceptance confirmation. Submitting the request does not create a contract. We send the final written offer, you pay in full, and the contract starts when we send written confirmation accepting your order, as explained in section 2. For other online-shop orders, the version provided before you placed the order and included with our acceptance confirmation will govern that contract.

Before a contract starts, we will bring any proposed changes to earlier terms, descriptions or agreed order details to your attention and obtain your express agreement. Sending a later version of these terms does not by itself mean that you have agreed to a change. Payment for an earlier offer does not accept later changes.

Once a contract starts, its agreed terms continue to apply. A later version published on our website or sent by email will not replace them. Any change to an existing contract must be required by law or expressly agreed with you. We will confirm any agreed change in writing. This will not remove rights that cannot lawfully be excluded.

14. Complaints, governing law and contact

If you have a concern, please contact us first so we can try to resolve it promptly. Include your order number and the best way to reach you.

These terms are governed by the law of England and Wales. If you are a consumer living elsewhere in the United Kingdom, you may also rely on mandatory local consumer protections and bring proceedings in the courts available to you under applicable law.

Our current contact details are set out below.

Olgish Cakes is the trading name of OLGISH CAKES LTD, registered in England and Wales (company number 17507868).

hello@olgishcakes.co.uk

+44 786 721 8194

Registered office: 15 Allerton Grange Avenue, Leeds, LS17 6PR, United Kingdom