

axbakes | Policies & Ordering Information

Thank you for choosing axbakes! Each cake is carefully handcrafted to bring your vision to life. Please review our policies before placing an order.

Bookings, Deposits & Order Notice

- A 10% non-refundable deposit is required to reserve your date. Orders are only confirmed once received.
- Remaining balances are due the day before pickup or delivery.
- Rush orders may require a 50% deposit or full payment depending on the notice provided.
- Custom cakes require a minimum of 2 days' notice. Intricate designs, tiered cakes, and specialty toppers require 1–2 weeks' notice.
- Last-minute orders are subject to availability and design complexity.

Custom Designs

- All cakes are handcrafted; slight variations in colors, piping, and details may occur. Inspiration photos are references, and exact replicas are not guaranteed.
- Design changes are subject to availability and may affect pricing.

Flavors, Fillings & Moisture

- **Our cakes are crafted with a balanced cake-to-filling ratio and a soft, moist texture.**
- **Additional filling or moisture may be requested when ordering. Extra charges may apply.**
- **Simple syrup or a controlled tres leches soak may be available depending on the cake's design and structure.**

Allergens & Food Safety

- Products may contain wheat, milk, eggs, soy, peanuts, and tree nuts. Cross-contact is possible, and allergen-free products cannot be guaranteed.
- Please disclose any allergies before ordering. Products are prepared in a licensed California Class B Cottage Food Operation.

Pickup & Delivery

- **Customers must arrive within their confirmed pickup time. A 15-minute grace period is provided; late arrivals must reschedule based on availability.**
- **Delivery fees vary by location. A 15-minute waiting limit applies; missed deliveries may require rescheduling and an additional fee. Customers are responsible for proper handling and storage after handoff.**

Cancellations & Changes

- Deposits are non-refundable except where required by law. Date changes are subject to availability.
- Cancellations, refunds, and modifications are reviewed based on the production stage and applicable law.

Cake Care

- Keep cakes in a cool environment, away from direct sunlight and heat. Refrigerate as instructed.
- Follow the cake care card provided with every order for proper storage and handling.