

Sugar Blossom Macarons

Terms & Conditions

Weddings • Corporate Events • Luxury Gifting • Celebrations

Version 1.0 – August 2026

1. Introduction

These Terms and Conditions form the contract between **Sugar Blossom Macarons** ("we", "us", "our") and the customer ("you", "your") for the supply of our handmade products and associated services.

These Terms apply to all quotations, bookings, orders and purchases unless otherwise agreed in writing.

By paying a booking fee, accepting a quotation, placing an order, paying an invoice or otherwise instructing us to proceed with your order, you confirm that you have read, understood and accepted these Terms and Conditions.

Nothing within these Terms affects your statutory rights under applicable UK consumer law.

2. Definitions

For the purposes of these Terms:

Booking Fee means the non-refundable amount payable to reserve an event date, subject to your statutory rights.

Event includes weddings, birthdays, anniversaries, baby showers, christenings, engagements, corporate functions, exhibitions, charity events and any other occasion for which products are supplied.

Products includes macarons, macaron towers, favours, dessert tables, branded products, gifts and any other items supplied by Sugar Blossom Macarons.

Personalised Products means products containing names, initials, dates, logos, edible printing or bespoke decoration.

3. Quotations

All quotations are provided free of charge unless otherwise stated.

Quotations remain valid for **14 days** from the date of issue unless otherwise specified.

Prices may be amended after this period where ingredient costs, supplier prices or other business costs have changed.

A quotation does not reserve your event date.

4. Bookings

A booking is confirmed only once:

- the required booking fee has been received;
- we have confirmed acceptance of your booking; and
- availability has been confirmed.

Until these steps have been completed, your date remains available to other customers.

Bookings are accepted subject to our availability.

We reserve the right to decline any booking at our discretion before confirmation.

5. Booking Fees

Weddings

A booking fee of **£100** is required to secure your wedding date.

The booking fee forms part of the total order value and will be deducted from your final balance.

Other Events

A booking fee of **£50** is required for birthdays, celebrations, corporate events and other bookings unless otherwise agreed.

Booking fees compensate us for reserving your event date, undertaking consultation work and declining alternative bookings.

They are therefore non-refundable except where required by law.

6. Payments

Wedding balances must be paid in full **no later than eight (8) weeks before the wedding date**.

All other balances must be paid in full **no later than four (4) weeks before the event date.**

Orders placed within these payment periods must be paid in full at the time of booking.

No products will be produced, delivered or released until payment has been received in full.

We reserve the right to cancel a booking where payment is not received by the due date after reasonable notice has been given.

7. Corporate & Business Orders

Corporate customers may be offered alternative payment arrangements where agreed in writing.

Unless otherwise agreed, payment remains due before production commences.

Business customers remain responsible for checking:

- branding;
- logos;
- spellings;
- colours;
- artwork;
- quantities;
- delivery details.

Approval of artwork constitutes acceptance of the final design.

8. Wedding Consultations & Tasting Boxes

Wedding consultations are available by appointment.

Where included within your booking, a complimentary tasting selection may be provided.

Additional tasting boxes may be purchased.

Flavours are subject to seasonal availability.

We reserve the right to substitute flavours where ingredients become unavailable while maintaining a similar quality and style wherever reasonably possible.

9. Bespoke Products & Handmade Nature

All Sugar Blossom Macarons products are handcrafted to order using carefully selected ingredients and traditional techniques.

As each product is individually handmade, slight variations in colour, size, finish, decoration and overall appearance are to be expected and form part of the unique nature of handmade products.

Whilst every reasonable effort will be made to recreate colours, themes, mood boards and inspiration images supplied by customers, exact colour matching cannot be guaranteed due to factors including, but not limited to:

- Lighting conditions
- Photography and image filters
- Screen and printer settings
- Ingredient variations
- Food colouring batches
- Handmade production methods

These variations shall not be regarded as defects.

Sugar Blossom Macarons reserves the right to make minor design adjustments where necessary to maintain the quality, stability, safety or presentation of the finished product.

We will not knowingly reproduce another supplier's work exactly and reserve the right to adapt designs to reflect our own artistic style.

10. Personalisation & Customer Approval

Customers are responsible for carefully checking and approving all personalisation before production begins.

This includes, but is not limited to:

- Names
- Initials

- Dates
- Spellings
- Messages
- Logos
- Colours
- Fonts
- Artwork
- Packaging wording

Approval confirms that all details are correct.

Once approval has been given, Sugar Blossom Macarons cannot accept responsibility for errors contained within the approved artwork or information supplied by the customer.

Where customers provide logos, artwork or photographs, they confirm they have permission to use them and indemnify Sugar Blossom Macarons against any claim arising from copyright or intellectual property infringement.

11. Design Changes & Amendments

We understand that plans can change and will do our best to accommodate amendments wherever reasonably possible.

Requests for changes should be made in writing.

Changes requested after ingredients, packaging, decorative items or personalised materials have been ordered may incur additional charges.

Once production has commenced, further amendments may not be possible.

Final design details should normally be confirmed no later than **28 days before the event**, unless otherwise agreed in writing.

Inspiration Images

Any photographs, mood boards, Pinterest images or examples supplied by the customer are used solely as a guide to the desired style.

Sugar Blossom Macarons will not knowingly reproduce another business's work exactly and reserves the right to interpret designs in our own artistic style whilst maintaining the overall theme agreed with the customer.

12. Allergens

Our products are produced in a kitchen where **all 14 UK major allergens** may be present.

These include:

- Celery
- Cereals containing Gluten
- Crustaceans
- Eggs
- Fish
- Lupin
- Milk
- Molluscs
- Mustard
- Peanuts
- Sesame
- Soya
- Sulphur Dioxide / Sulphites
- Tree Nuts

Although strict food safety procedures are followed, we **cannot guarantee** that any product is completely free from allergen cross-contamination.

Customers must notify us of any allergies or dietary requirements before placing an order.

It remains the customer's responsibility to communicate allergen information to guests consuming the products.

13. Ingredients & Food Safety

All products are produced in accordance with applicable UK food hygiene legislation and Food Standards Scotland guidance.

Ingredients are sourced from reputable suppliers.

Where substitutions become necessary due to supplier shortages or discontinued products, we reserve the right to replace ingredients with an equivalent quality alternative, provided this does not materially alter the nature of the product.

Should any substitution affect allergen information, customers will be informed before supply wherever reasonably possible.

Food Colourings - Certain products may contain permitted food colourings used for decorative purposes. Full ingredient information is available upon request.

Where products contain colourings that are legally required to carry advisory statements, appropriate labelling will be provided.

Customers are responsible for informing guests of any ingredient or colouring information supplied with the products.

14. Storage & Product Care

Macarons are highly perishable luxury food products.

To maintain their quality, products must be stored strictly in accordance with the storage instructions provided.

Unless otherwise advised:

- Refrigerate immediately upon receipt.
- Keep products in their original packaging where possible.
- Avoid direct sunlight.
- Avoid excessive heat and humidity.
- Do not leave products in vehicles.
- Remove from the refrigerator approximately **30 minutes before serving** for optimum flavour and texture.

Failure to follow these instructions may affect the appearance, texture and quality of the products.

Sugar Blossom Macarons accepts no responsibility for deterioration resulting from incorrect storage, transportation or handling after delivery or collection.

15. Shelf Life

Macarons have a best before period of 7 days from the date of collection or delivery, provided they are stored correctly.

To maintain optimum quality:

Keep refrigerated in an airtight container.

Remove from the refrigerator approximately 30 minutes before serving to allow them to reach room temperature for the best flavour and texture.

NOT suitable for freezing unless specifically advised by Sugar Blossom Macarons.

Sugar Blossom Macarons cannot accept any responsibility for any deterioration in quality, texture or appearance resulting from incorrect storage, freezing, transportation or handling after collection or delivery.

Food Safety After Delivery

Sugar Blossom Macarons products are supplied in a chilled condition and should be refrigerated immediately unless otherwise advised.

Products must not be left at room temperature for prolonged periods or exposed to excessive heat, direct sunlight or humidity.

Once products have been delivered or collected, Sugar Blossom Macarons cannot accept responsibility for deterioration, spoilage or food safety issues arising from incorrect storage, transportation or handling.

Products which have not been stored in accordance with our instructions should not be consumed.

16. Customer Responsibilities

Customers are responsible for ensuring that:

- Delivery details are accurate.
- A responsible person is available to accept delivery.

- Suitable refrigerated storage is available where required.
- Products are protected from heat, moisture and damage after delivery.
- Guests are informed of allergen information where appropriate.

Failure to comply with these responsibilities may affect product quality and limit our ability to investigate any subsequent complaint.

17. Delivery & Collection

Delivery and collection arrangements will be agreed in writing prior to your event.

Delivery charges will be confirmed before your booking is finalised.

Whilst every reasonable effort will be made to deliver products at the agreed time, delivery times are estimates and may occasionally be affected by circumstances beyond our reasonable control, including traffic delays, road closures, accidents or adverse weather conditions.

Where delivery is delayed due to circumstances beyond our reasonable control, Sugar Blossom Macarons shall not be liable for any indirect or consequential losses arising from such delay.

Products will be deemed delivered once handed to:

- the customer;
- a nominated representative;
- venue staff; or
- another person authorised to accept delivery on the customer's behalf.

If no authorised person is available at the agreed delivery time, additional waiting or re-delivery charges may apply.

Failed Deliveries - If delivery cannot be completed because:

- the delivery address supplied is incorrect;
- no authorised person is available to accept delivery;
- access to the venue or property is unavailable; or
- delivery instructions are inaccurate,

additional delivery, waiting or redelivery charges may apply.

Sugar Blossom Macarons accepts no responsibility for any reduction in product quality resulting from delays caused by these circumstances.

18. Collection by the Customer

Customers collecting products are responsible for ensuring that suitable transport is available.

Products should be transported on a flat, level surface in an air-conditioned vehicle wherever possible.

Sugar Blossom Macarons cannot accept responsibility for damage occurring after products have been collected.

Customers should inspect products upon collection and notify us immediately of any visible concerns before leaving.

19. Venue Deliveries & Setup

Where Sugar Blossom Macarons is responsible for delivering and setting up products at a venue, reasonable access must be provided at the agreed time.

The customer is responsible for ensuring the venue has:

- appropriate access;
- adequate space for setup;
- suitable refrigeration where required;
- a stable display surface.

Delays caused by venue restrictions or lack of access may incur additional charges.

Once setup has been completed and accepted by the venue or customer, responsibility for the products transfers to the customer.

Sugar Blossom Macarons cannot accept responsibility for damage caused by venue staff, guests, contractors or other third parties after setup has been completed.

Venue Refrigeration

Where products are delivered to a venue before the event, responsibility for correct refrigeration and storage passes to the venue or customer immediately following delivery and acceptance.

Sugar Blossom Macarons accepts no responsibility for deterioration caused by the venue or any third party failing to refrigerate or handle products correctly after delivery or setup has been completed.

20. Outdoor Events

Macarons are delicate products that are highly sensitive to environmental conditions.

Exposure to:

- direct sunlight;
- warm temperatures;
- high humidity;
- wind;
- rain; or
- insects

may affect their appearance, texture and stability.

Where products are displayed outdoors, customers accept that deterioration may occur despite reasonable preparation.

Sugar Blossom Macarons accepts no responsibility for damage, melting, cracking, fading or deterioration caused by environmental conditions after delivery or setup.

We reserve the right to recommend alternative display arrangements where weather conditions may compromise product quality.

21. Risk & Ownership

Risk in the products passes to the customer immediately upon:

- collection by the customer; or
- completion of delivery to the agreed location.

Ownership of the products transfers only once payment has been received in full.

Until payment has been made in full, Sugar Blossom Macarons reserves all legal rights available in relation to unpaid goods.

22. Macaron Tower Hire

Display towers remain the property of Sugar Blossom Macarons at all times.

Hire charges, usage fees and refundable security deposits will be confirmed at the time of booking.

The customer accepts responsibility for all hired items from the time of collection or delivery until they have been safely returned and inspected by Sugar Blossom Macarons.

Refundable deposits will normally be returned within **seven (7) days** following inspection of the returned items.

23. Damage, Loss & Late Return of Hire Equipment

The customer is responsible for ensuring hired equipment is returned:

- clean;
- complete;
- undamaged; and
- by the agreed return date.

Reasonable deductions may be made from the refundable deposit for:

- missing components;
- accidental damage;
- breakages;
- excessive cleaning;
- repairs.

Where the refundable deposit does not cover the full cost of repair or replacement, the customer agrees to pay the remaining balance.

Late returns may incur additional hire charges.

Equipment that is lost or damaged beyond economical repair may be charged at the current replacement cost.

24. Customer-Supplied Items

Where customers provide decorations, cake toppers, ribbons, flowers or other items to be incorporated into products or displays, Sugar Blossom Macarons accepts no responsibility for:

- suitability for food use;
- safety;
- breakage;
- colour fastness;
- copyright issues.

Customers remain responsible for ensuring any supplied items are safe, legal and suitable for their intended purpose.

Fresh Flowers

Customers requesting the use of fresh flowers are responsible for ensuring that the flowers supplied are suitable for food display.

Unless otherwise agreed in writing, Sugar Blossom Macarons will use appropriate food-safe barriers where reasonably practicable but cannot guarantee that flowers supplied by third parties are food safe or free from pesticides, chemicals or contaminants.

25. Equipment & Display Items

Any stands, props, display items, acrylic signage or equipment supplied by Sugar Blossom Macarons remain our property unless specifically sold to the customer.

Items not returned following a hire period may be charged at replacement value.

Commercial Resale

Unless otherwise agreed in writing, products supplied by Sugar Blossom Macarons are intended for the purchasing customer only.

Where products are resold, repackaged or supplied onward by a third party, Sugar Blossom Macarons accepts no responsibility for storage, transportation, labelling, allergen information or product presentation after the products leave our control.

26. Force Majeure

Sugar Blossom Macarons shall not be liable for any failure or delay in performing its obligations where such failure or delay results from circumstances beyond our reasonable control.

These may include, but are not limited to:

- severe weather;
- flooding;
- fire;
- power failure;
- equipment failure;
- serious illness or injury;
- supplier failure;
- transport disruption;
- government restrictions;
- industrial action;
- public health emergencies.

Where reasonably possible, we will work with the customer to agree an alternative arrangement, including rescheduling the event where practical.

Nothing in this clause affects your statutory rights.

27. Cancellations by the Customer

As all products are made to order and event dates are reserved exclusively for you, cancellation charges may apply.

Wedding Bookings

- More than **90 days** before the event:
 - The £100 booking fee will be retained.
- Between **90 and 30 days** before the event:
 - The booking fee will be retained.
 - You will be responsible for any non-recoverable costs already incurred, such as ingredients, packaging, personalised items or other materials purchased specifically for your order.
- Less than **30 days** before the event:

- As production will normally have commenced and it may not be possible to rebook your date, we reserve the right to charge up to the remaining balance, less any costs reasonably saved due to the cancellation.

Other Events

- More than **30 days** before the event:
 - The booking fee will be retained.
- Less than **30 days** before the event:
 - We reserve the right to charge for any non-recoverable costs incurred and any reasonable loss resulting from the cancellation.

Where possible, we will seek to minimise any losses and will not charge more than is reasonable in the circumstances.

28. Postponements

Requests to postpone an event should be made as soon as reasonably possible.

Where availability allows, we will make reasonable efforts to transfer your booking to one alternative date.

Additional postponements may be treated as a cancellation.

If the new event date requires additional products, services or increased costs, these will be charged at the prices applicable at the time of the revised booking.

29. Refunds

Nothing in these Terms limits your statutory rights under the Consumer Rights Act 2015.

Where a refund is appropriate, it will normally be processed using the original payment method.

Refunds will not normally be offered where dissatisfaction arises solely from:

- slight colour variation;
- differences inherent in handmade products;
- flavour preference;
- incorrect storage or handling after delivery or collection;
- failure to follow storage instructions.

Each request will be considered on its individual circumstances.

30. Complaints

If you are dissatisfied with any aspect of your order, please contact Sugar Blossom Macarons as soon as reasonably possible and, where practicable, within **48 hours** of collection or delivery.

To assist our investigation, we may ask you to:

- retain the product (where possible);
- provide photographs;
- provide details of the issue.

We are committed to resolving genuine concerns promptly, fairly and professionally.

Resolution of Concerns

We are committed to providing excellent customer service and resolving any genuine concerns promptly and fairly.

Customers are encouraged to contact us directly before disposing of products or publishing reviews relating to an issue, as this may assist us in investigating and resolving the matter.

Nothing within this clause affects the customer's legal rights or freedom to leave honest reviews.

31. Photography & Marketing

Sugar Blossom Macarons reserves the right to photograph or video record the products we create for promotional purposes.

These images may be used on:

- Our website
- Facebook
- Instagram
- TikTok
- Pinterest

- LinkedIn
- Wedding directories
- Printed brochures
- Marketing materials
- Advertising
- Competitions
- Publications

We will take reasonable care not to identify individuals without their permission where they are clearly identifiable in an image.

By placing an order, accepting a quotation, paying a booking fee or making payment, you acknowledge and agree that photographs of the products supplied may be used for these promotional purposes.

If you **do not wish photographs of your products to be used**, you **must notify Sugar Blossom Macarons in writing before your event date**.

Upon receipt of written notice, your wishes will be respected and we will not use future photographs of your products for marketing or promotional purposes.

Social Media Sharing

Customers are welcome to share photographs of our products on social media.

Where possible, we kindly ask that Sugar Blossom Macarons is credited using our business name or social media account.

This is appreciated but is entirely voluntary.

32. Privacy & Data Protection

We are committed to protecting your personal information.

Personal information provided to us will only be used for purposes connected with:

- responding to enquiries;
- processing bookings;
- producing and delivering your order;
- complying with legal obligations;

- maintaining business records.

We will process personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

We will not sell your personal information to third parties.

You may request access to, correction of or deletion of your personal information where applicable under data protection legislation.

33. Intellectual Property

All original designs, branding, logos, photographs, artwork, product concepts, website content and marketing materials created by Sugar Blossom Macarons remain our intellectual property unless otherwise agreed in writing.

Macaronapé® is a registered trade mark. Unauthorised commercial use, reproduction or imitation of the trade mark or associated branding is prohibited.

Nothing in these Terms transfers ownership of our intellectual property to the customer.

Design Ownership

All original product designs, artwork, styling concepts and presentation created by Sugar Blossom Macarons remain our intellectual property.

Whilst customers are purchasing the finished products, no rights are granted to reproduce, manufacture or commercially copy our original designs, branding or product concepts without our prior written permission.

This clause does not restrict customers from taking or sharing photographs of products purchased for personal use.

34. Limitation of Liability

Nothing in these Terms excludes or limits liability for:

- death or personal injury caused by negligence;
- fraud or fraudulent misrepresentation; or
- any liability that cannot legally be excluded or limited.

Subject to the above, our liability for any claim arising out of your order shall not exceed the total price paid for that order.

We shall not be liable for indirect or consequential losses, including loss of profit, loss of business opportunity or disappointment, except where such liability cannot legally be excluded.

Limitation of Liability

I would add this paragraph immediately before the final sentence:

Nothing within these Terms excludes or limits any rights or remedies available to consumers under the Consumer Rights Act 2015 or any other applicable legislation.

35. Governing Law

These Terms and Conditions shall be governed by and interpreted in accordance with the **law of Scotland**.

Any dispute arising in connection with these Terms shall be subject to the jurisdiction of the Scottish courts.

36. Entire Agreement

These Terms and Conditions, together with any quotation, invoice or written agreement between the parties, constitute the entire agreement relating to your order.

If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions shall continue in full force and effect.

37. Client Acceptance

By:

- paying a booking fee;
- accepting a quotation;
- placing an order;
- signing an order confirmation; or
- making payment of an invoice,

you confirm that you have read, understood and agree to be bound by these Terms and Conditions.

If you have any questions regarding these Terms before placing your order, please contact us and we will be happy to assist.

Contact Details

Sugar Blossom Macarons



paula@sugarblossomcakes.co.uk



[07967 075773](tel:07967075773)



www.sugarblossommacarons.co.uk
