

# FAQ GUIDE



SG Mummies Favourite Bakery



### ORDERING PROCESS



**Enquire With Us!** 

Tell us more! Date of event, preferred theme, type of occasion and no. of serving pax!



### Fill Up & Submit Order Form

You will receive an order form once our discussion is completed. Please make sure all the information is correct.



#### **Make Payment**

Once we receive your completed form, we will contact you with payment information.



### **Receipt & Order Confirmation**

A receipt will be emailed to you after the payment has been verified. Following that, your order will be confirmed and sent to the kitchen.



You're Done!

Relax while we deliver your order on the scheduled event date!



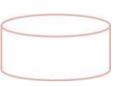


# CAKE SIZING CHART

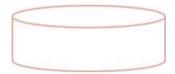
**POPULAR CAKE SIZES & SERVING SIZES** 



**5" (700g)** Serves 5-10pax



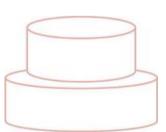
**8" (1.5kg)** Serves 10-20pax



**11" (3kg)** Serves 40-50pax



**5"/8" (2.5kg)** Serves 20-40pax



**8"/11" (4.5kg)** Serves 50-80pax



**5"/8"/11" (6-7kg)** Serves 100-150pax

The above measurements and servings are only estimates. It will ultimately depend on the portion sizes you serve to your guests. If you are unsure, chat with us!





# STORAGE TIPS



Both **buttercream-based & fondant-based** cakes can last approximately 1-2 hours in air-conditioned rooms. Otherwise, please keep your cakes refrigerated. **Please do not freeze the cake.** The timeframe given above is just a guide, please monitor the surrounding temperature conditions yourself.



If your cake has been refrigerated, we recommend removing it from the fridge and leaving it in room temperature for around **30 to 45 minutes.** For the best taste, the buttercream or fondant surface should be soft to touch. Please avoid direct heat/sun exposure when thawing the cake.



**Leftover cake slices** should be kept in an airtight container and should be consumed within the next 2-3 days.



Fondant figurines are yours to keep after the event.

Remove the cream from the figurines & store them in airtight containers with silicon gels/oxygen absorbers.

As the figurines have already been exposed to moisture, there is a high likelihood that they could become mouldy.

Please dispose the figurines once they start to mould or attract pests. We do not recommend you to consume the cake decorations.



# **TERMS & CONDITIONS**

### **PRODUCT INFORMATION**

- All suggested servings and sizes are estimates. We do not measure the sizes of our bakes by weight.
- All of our bakes are handmade. Therefore, there might be minor differences from the reference materials provided.
- Cake decorations may include non-edible components such as toy figurines and dowels or skewers. These are necessary for support and structuring. Please remove your cake decorations before cutting your cake. We do not recommend consuming cake decorations (including fondant figurines).
- Images printed on edible icing sheets have lower colour and resolution quality as compared to images printed on A4 paper.
- Food colouring may be used to achieve certain colours on your cake. These food dyes are non-toxic and have no negative side effects. However, certain food colourings (especially dark colours) may stain your teeth temporarily. Should you be concerned about this, you may scrape off the outer cream coating.
  - Certain materials used in our cakes may become obsolete. We will do our best to choose replacement products that are as close to the original design as possible, including in terms of colour.

### **SELF-COLLECTION & DELIVERY**

- Self-collection at our premises and delivery services are available, every day.
- Seven (7) calendar days' notice is required for changes in delivery or selfcollection date, delivery address, or timeslot. Additional charges may apply, depending on the required changes.
- Kindly ensure that there is someone available at the delivery address during the entirety of your selected delivery timeslot. Our courier partners will wait for a maximum of 10 minutes. A re-delivery fee will apply, in the event one is required.

### **ORDER AMENDMENT, REFUND & CANCELLATION**

- Orders placed are strictly non-refundable.
- Full payment is required to be made and received by us, and a confirmation message sent by us to you. Following which, your order is considered accepted and confirmed.
- Order amendments or postponements
  In are permitted, provided 7 calendar days' por notice is given. This includes amendments such as changes to order design or delivery date.
- Order cancellations are permitted. In the event of an order cancellation with at least seven (7) calendar days' notice, you will receive store credits equivalent to the amount paid. The store credits will be valid for 6 months.
  - In the event an amendment, postponement, or cancellation is requested with less than seven (7) calendar days' notice, no refund or store credit will be provided.

If you have any other questions, do not hesitate to chat with us!



# ARE YOU READY TO ORDER?

Contact us at any time, we would love to be a part of your event!





# LOCATE US!

767 Upper Serangoon Road #02-04 Spazio@Kovan Singapore 534635

**Opening Hours:** 

10:00 AM - 6:00 PM (Monday to Sunday)

