



POLICIES & F A Q

Welcome to Top Tier Confections, by Beutler Technik LLC!

Hi! I'm Heather Mills Beutler. I'm a baker and decorator, chemical engineering student, wife, triathlete, Arabic language teacher, Utah native, and flavor enthusiast. Top Tier Confections by Beutler Technik LLC is my home bakery operation based in Provo, Utah. You can find pictures and reviews by searching for Top Tier Confections on Instagram & Google Maps.

This business is a home bakery operation. It is not a restaurant, commercial kitchen, or caterer.

Top Tier Confections by Beutler Technik LLC is a home bakery operating under H.B. 181 Home Consumption and Homemade Food Act. By paying the deposit, you hereby acknowledge that you understand and agree to abide by these terms.

Food Product Labeling

The following label is applicable to all products:

Top Tier Confections by Beutler Technik LLC

206 Wymount Terrace

Provo, UT 84604

This food product is not for resale.

This food product is processed and prepared without state or local inspection.

This food product contains (or was prepared in a location that handles) common allergens including but not limited to milk, soy, wheat, eggs, peanuts, tree nuts, fish, or shellfish.

What is required to officially book a cake?

A 50% non-refundable down payment is required to hold your date. Your date cannot be held without this fee. The full balance is due 1 week prior to your date. In the event that Top Tier Confections does not receive final payment by the due date, the date may be released for re-sale. We are not responsible to remind you when the payment is due, so please put a reminder on your calendar. If issues arise, please promptly communicate.

Is the down payment refundable or transferable?

No. Once your date is held, all business is turned away for your spot. Since we take a limited number of orders per week, dates sell out very quickly. Cancellation, at any time, will result in forfeiture of initial deposits and any prepayments. All sales are final. In rare instances, exceptions to this policy may be made at the sole discretion of Top Tier Confections.

What forms of payment are accepted?

Venmo is preferred; PayPal and cash are also accepted. Checks and other forms of payment are not accepted. Payment instructions will be included in the email containing your order invoice.

If you choose to pay with PayPal, you will be charged an additional transaction fee. If you select the Venmo purchase protection option for buying goods, you will also be charged the transaction fee. Please note selecting this option does not benefit you as this is



a local business and you are not ordering products to be delivered via mail.

How much advance notice is necessary to place a cake order?

Ordering as early as possible is ideal to provide plenty of time to design and plan for a quality product. However, last-minute plans and changes may be accommodated depending on baking schedules, shopping trips, etcetera. Rush orders are defined as any order placed less than 10 days in advance for custom cakes, or less than 21 days in advance for wedding cakes. Rush orders will be assessed a fee of \$20-\$80 for custom cakes or \$50-\$200 for wedding cakes; with the amount dependent on the extent of accommodations that must be made to prepare the order in time.

How far in advance are bookings accepted?

Bookings are currently accepted as far out as April 20, 2024.

If you are placing an order for more than 6 months in advance, the final payment amount due may be increased in the event of significant inflation. The increase would be determined by either the current prices of gas and certain ingredients as specified on the invoice contract, or by the Consumer Price Index maintained by the U.S. Bureau of Labor Statistics.

What if I decide to change my date?

Date transfers are at the sole discretion of Top Tier Confections. If you request delivery or pickup on a different date than the date specified on your original invoice, you may be charged a transfer fee of up to \$100 to reserve a new date, which would be based on availability.

What if my cake is damaged?

Top Tier Confections is not responsible for the cake beyond the point of acceptable delivery or pick-up. It is the client's responsibility to provide a secure environment for the cake. Cakes are extremely fragile and highly sensitive to vibration and temperature. (Ideal room temperature is 65-72 F). Avoid moving the cake once it has been set up. Please be cautious and keep young children and pets away from the cake display. Our cake support system for tiered cakes is a superior system that prevents tipping or collapse. For smaller, 2-tier cakes we may use an alternate system with dowel or tube supports. Be sure to properly transport your cake on a flat surface on the floor of your air-conditioned vehicle, out of direct sunlight.

Do you offer custom cakes, or do you work with pre-designed styles?

We can design something that is unique to you. We can usually replicate something you have a photo of (and within our expertise). The inspiration/idea pictures presented by clients are representations. The actual product may vary slightly, based on the designer's creative interpretation. Color matching cannot be guaranteed.

What cake accessories do you rent out?

A limited number of cake stands are available for rent, based on availability. We also have glass cake dessert plates and cake knives and servers for rent. A \$50.00 deposit is required for most cake stands; other deposits depend on the item. Your deposit is refunded; the rental charge is additional and is based on the item being rented. Items are due for within 3 days or Tuesday (whichever is earliest) following the event. Failure to return items clean and undamaged by due date will result in forfeiture of the deposit.

Are there any other deposits or fees?

For most tiered cakes, there is an equipment security deposit of \$30. When the support system is returned within 3 days of the event, clean and undamaged, the deposit will be returned.

How will I take home my leftover cake?

The box we bring the cake in doesn't stay with you; if you'd like extra boxes let us know and we can add them on for an additional fee (typically \$2-5).

Do you offer delivery?

Delivery cost is based on mileage and travel time. Our wedding cake delivery charge includes cake set-up and flower placement.

What are the options for the cake to be decorated with flowers?

Fresh flowers

Send your images both to us and your florist of the design you have in mind. Coordinate with your florist to leave the flowers you have chosen for your cake on or nearby the cake table. Please make sure you are obtaining flowers from a florist who is clear on the types of flowers that are food-safe. They need to also be insect, pesticide, dirt free, and non-toxic. We do not pick up flowers from the florist. Please be sure to schedule the delivery adequately early as we may have to scrape thorns from the flowers, wrap them, or use flower picks to insert them into the cake. We will do our best to use the florals safely, however if you choose to use fresh florals you are doing so at your own risk. Top Tier Confections is not liable for any illness or injury caused by or related to the use of fresh florals on or near the cake.



Flower placement (up to 20 stems) is included in your delivery and set-up. Top Tier Confections personally designs/arranges all of the cake's fresh flowers. This is a firm policy, held in place because of both health and safety reasons, and artistic integrity. It is our belief that each cake is a work of art, and a direct reflection of our business. Top Tier Confections sees each design from start to finish.

Dried Pressed Edible Flowers

This is a beautiful design choice. The cost of the pressed edible flowers will be added to the cost of the cake as shown on the invoice. The flowers are purchased from another source and are labeled and sold as "edible." However, please remove them from your cake prior to consumption. Top Tier Confections may not be held responsible for illness, allergic reactions, or other issues that arise from the consumption of pressed flowers.

Silk or Faux Florals

This is the least expensive option. An extra fee will be added to your order and your cake decorator will purchase and arrange silk florals for your cake.

Edible Sugar Flowers

Edible sugar flowers may be made from gum paste, fondant, modeling chocolate, or sugar lace, depending on the design of the flower. Due to the large time, equipment and material cost for preparing sugar flowers, they may add a significant amount to the cost of the cake, which will be specified on the invoice. Any changes to flowers following the deposit payment may incur additional charges.

May I purchase sugar flowers from another resource for you to place on my cake?

No. Pre-made flowers typically do not reflect the artistic integrity of our work. In addition, they may need to be deconstructed, colored, or dusted, which adds to the labor involved. If you would like to have sugar flowers on your cake, they must be ordered from us.

How many cakes do you schedule for a typical weekend?

We try to limit the number of wedding cakes per weekend to 2. Scheduling too many cakes would not allow for the time and attention to detail that is required to make each cake a masterpiece. Exceptions can be made in either direction, based on size, complexity, and delivery location.

What happens in the event of an emergency, force majeure, or other extenuating circumstance?

Force majeure, meaning "superior force" or "act of God," releases Top Tier Confections of obligation if something happens such as a hurricane, earthquake, flood, fire, storm, snow, natural disaster, act of God, war, terrorism, armed conflict, labor strike, lockout, boycott, pandemic, or similar event beyond our reasonable control. If it is necessary to cancel an order due to force majeure, Top Tier Confections will hold all deposits/payments toward an alternate date scheduled within twelve (12) months of the original event, based on availability. If the order is not rescheduled within this period, all deposits/payments will be forfeited. No refunds will be granted in this instance. These rules are subject to change.

If the baker / decorator or a member of their household succumbs to a contagious illness or otherwise inhibiting health circumstance, the client will be notified as promptly as possible and granted a full refund. Additionally, every reasonable effort will be made by the baker to assist the client in finding a substitute baker to take over the order, however, this cannot be guaranteed.

Do you make "character" cakes or cakes with logos?

Because we are selling our cakes to you, we are bound by copyright and trademark law. This means that any character that is trademarked, like Mickey Mouse and Minnie Mouse, college or company logos and most other characters from popular TV shows and movies are off limits for our bakery to reproduce unless we have written permission from the owner of the copyright or trademark. The reason you see them online is because many of these cakes are being produced by hobby bakers for their families and friends and are not being resold to the public. We are not allowed to make money from someone else's intellectual property. If we are able to purchase an edible image from a resource that is in compliance with copyright and trademark law, we will gladly purchase the edible image. The cost of the image plus shipping and handling will be added to your order. We will need at least 3 weeks notice to ensure that we can receive the image in time. Licensed toys and figurines that are food safe can also be used to decorate "character" cakes. Custom modeling chocolate or fondant figurines and sculptures may be created with written permission from the copyright or trademark holder. For more questions regarding this process, please contact us.

State Sales Tax Information

Sales tax (7.25%) will be added on to the price of your cake and detailed in the invoice.

