



POLICIES & F A Q

Welcome to Top Tier Confections!

Hi! I'm Heather Mills Beutler, owner of Beutler Technik LLC, doing business as (DBA) Top Tier Confections. I am the baker, designer, decorator, artist, and delivery woman—all in one. I bake out of a home kitchen in Orem, Utah.

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

Top Tier Confections 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

885 S 700 W | Orem, Utah 84058

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.

Safety

Please do not smash any faces in the cake unless you have confirmed with me in writing on your invoice that the cake is designed to be a smash cake. Tiered cakes, and even tall single-tier cakes, contain dowel rods (like skewers). Many decorations contain wires for structure and support, which are food-safe, but not edible. Please check your invoice carefully and ask any clarifying questions as to what decorations are safe to bite into, and exercise additional caution when serving cake to children. Children should be seated and supervised at all times while eating.

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 2 weeks prior to your date. In the event that Top Tier Confections does not receive final payment by 10pm on the due date, the date may be released for re-sale. I am not able to guarantee reminders of 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 I 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. Cash is only accepted in person and no exceptions may be made for payment due dates. Checks, e-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 far in advance are bookings accepted?

Bookings are currently accepted as far out as August 16, 2025.

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.

Will my cake look exactly like the Pinterest photo I sent?

I prefer to design something that is unique to you and reserve the right to creative freedom, or designing the cake based on the theme and inspiration pictures you have sent me. Additionally, I respect the work of other artists in my industry and am committed to the ethics of avoiding "cake plagiarism" as much as possible (this does not apply as much to generic designs such as striped cakes, smooth plain cakes, semi-naked cakes, etc). However, elements from designs you love may be incorporated into your cake design. While you should never expect any cake I create for you to be a carbon copy of the inspiration picture, you can expect that I will do my best to execute the design we have agreed upon as outlined in the contract (either with design sketches or inspiration pictures and décor descriptions). Please review your contract carefully to be certain all details that are important to you are listed, including details that we have discussed in person, over the phone, or via email. When I am decorating the cake, the only information I have on hand is the printed copy of your contract.

Color matching cannot be guaranteed unless physical swatches are delivered in person or mailed and received at least 7 days prior to the event.

What cake accessories do you rent out?

A limited number of cake stands are available for rent, based on availability. I 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 back on the date stipulated on the contract. Failure to return items clean and undamaged by due date will result in forfeiture of the deposit. Please communicate if you need an extension or face any issues with your rental item.

How will I take home my leftover cake?

The giant sparkly insulated box I deliver the cake in doesn't stay with you. If you'd like a take-home box, you must let me know by the time you pay your final payment (2 weeks before the event). Single-tier take-home boxes are complimentary; if you need an extra large box (for a multi-tiered cake), more than one box, or mini guest to-go boxes, I am happy to handle logistics such as ordering, delivering, and folding the boxes, however the supply cost will be added to your final payment.

Delivery fees, times, and delays

Delivery cost is based on mileage and travel time. My wedding cake delivery charge includes cake set-up and flower or topper placement. Delivery is strongly recommended for all tiered cakes, and is required for tall & skinny cakes, 3 tier cakes, and in other situations where deemed necessary for quality assurance.

Please note that while I strive to plan ahead and do everything within my control to arrive on site at the delivery time specified in your contract, cakes may arrive up to 30 minutes early or late. Please let me know if you need to change the delivery time to account for this. The following are some but not all of the reasons your cake may be delayed: unexpected road conditions, such as rough, steep, bumpy or curving roads on the way to your venue that I need to drive more slowly over that I could not have known about ahead of time; traffic accidents; construction or road closures that are not indicated on Google Maps GPS; or extreme summer heat that delays departure due to waiting for the A/C to cool the delivery car to a safe temperature. In the event that a delivery will be late, the person listed as the day-of contact on your contract will be contacted with updates.



Pick-up

Please do not come to the front door as I am based downstairs, which is only accessible through the garage. Please text 801-900-6034 when you arrive and I will bring the order out to your car. Because my working space is small, I often complete orders back-to-back, and I may not be ready to bring it out to you until your specified time, so please do not come to pick-up your cake early. If you have questions about coming early, please text or call me. Earlier pick-up times are not guaranteed. On the other hand, if you are running late, I am often able to be more flexible, however please let me know. Missed pick-up times will be handled on a case-by-case basis, and rescheduling pick-ups may have to fit in to my other orders and deliveries for that day.

Fresh flowers

Send your images both to me 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 fresh enough that they are not shedding petals, pollen, etc. I do not pick up flowers from the florist. Please be sure to schedule the delivery adequately early as I may have to scrape thorns from the flowers, wrap them, or use flower picks to insert them into the cake. I will do my best to use the florals safely, however if you choose to use fresh florals you are doing so at your own risk. Never consume plant material that may have stuck to the cake. 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 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 my belief that each cake is a work of art, and a direct reflection of my business. Top Tier Confections sees each design from start to finish.

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 my 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.

What if my cake gets damaged? What if my wedding/event is outdoors? What if something is wrong with the cake?

Top Tier Confections is not responsible for the cake beyond the point of delivery or pick-up. Once it has left my hands, 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. Keeping the cake outside in direct sunlight, even on a relatively cool day, is highly likely to result in the buttercream melting and falling off the sides of the cake. It is ideal for cake to be displayed and served at room temperatures of 65-72 F. Please avoid moving the cake once it has been set up. Please be cautious and keep young children and pets away from the cake display. Be sure to properly transport your cake on a flat surface on the floor (seats are too slanted!) of your air-conditioned vehicle, out of direct sunlight (consider using a windshield heat blocker to protect the cake especially on longer rides).

Should you have complaints or concerns about your cake, please let me know at the time of pick-up or delivery; if the issues are not apparent until later, please photograph the problems promptly and contact me immediately. While all my customers thus far (2 years in business) have been thrilled with the flavor and texture of their cake, if you find something wrong with it, I will need to have it back for inspection (if the cake has been eaten or thrown away, etc, and then you ask for problems to be made right, I likely will not be able to help).

State Sales Tax Information

Sales tax is added on to the price of your cake; subtract the total from subtotal on your invoice if you'd like to see a breakdown of the tax. The following tax rates apply as of June 2024:

Cakes and all edibles: 3.0%

Non-edibles, including rentals: 7.45%

Delivery fees: 0%

