

FAQ

When do you make the cakes?

We make the cakes the week of your event. If your event is Saturday, we're baking on Wednesday, chilling, cutting and filling and coating on Thursday and all final decorations are done on Friday to set up for a Saturday delivery or pick up.

What is fondant?

Fondant is a rollable sugar dough product that goes over a frosting on the cake to create a smooth finished look and to add stability to the cake.

The design you choose may also determine if you need to use fondant. Generally formal cakes will require it to give a clean finished appearance and there are many decorating techniques can only be done with fondant.

I don't like the taste of fondant...

We use a fondant that is sweet and tastes exactly like marshmallow sugar dough. People who don't like the fondant can easily remove it and only eat the cake and buttercream.

Do you have a gluten free option?

We can make gluten free cupcakes to offer guests with this request.

- Pricing starts at \$3 per cupcake, depending on flavor and design

If I give you a picture, can you do the same cake?

While we strive to give you the same cake, there will be inherent differences due to different artist's styles, techniques, cake size difference and different products being used. If you're changing the main element of the cake (i.e.: fondant cake to a buttercream cake) the cake will not be the same due to the difference between the mediums. No two cakes are exactly alike, even two cakes that we make. But the main theme and feel of the cake will be very similar. If there is something extremely important in the design that you want to see in your cake, or if a color is very important please mention it and provide a swatch!

Can I stop in?

Yes. See our retail store hours and a staff member can take your information and get some basic pricing. Consultations and tasting are only by appointment.

What if there's a problem with my cake?

We try our best to give you a perfect cake experience, but sometimes accidents or problems occur. If there is a problem during transport, we will contact the site and do everything in our power to get you cake to eat. We will be happy to discuss refunds and solutions with you in a calm and sensitive manner.