

Tailor Made Order Form



| PART A | | | |
|-----------------------------------|----------------|--|------------------|
| \$30 @ each/ 每件 | | | |
| Cupcakes Flavor 蛋糕款式 | Quantity 數量 | Icing Color 啣花顏色 (每色最少4件 Each Color at least 4pcs) | Icing Shape 啣花形狀 |
| A Red Velvet 紅絲絨 | | | |
| B Vanilla Chocolate 雲呢啣朱古力 | | | |
| C Rainbow Vanilla 彩虹雲呢啣 | | | |
| D Cookies and Cream 曲奇忌廉 | | | |
| E Chocolate Chocolate 雙重朱古力 | | | |
| F Strawberry Chocolate 士多啤梨朱古力 | | | |
| G Milk Chocolate Hazelnut 牛奶朱古力榛子 | | | |
| H Strawberry Vanilla 士多啤梨雲呢啣 | | | |
| I Chocolate Vanilla 朱古力雲呢啣 | | | |
| J Lemon Honey 檸檬蜂蜜 | | | |
| K Salted Caramel 岩鹽焦糖 | | | |
| L Mocha 朱古力咖啡 | | | |
| M | | | |
| N | | | |
| O | | | |
| P | | | |
| Q | | | |
| R | | | |

| | |
|-----------------|--|
| Total Quantity: | |
| Amount: | |
| Discount: | |
| Sub-Tatol: | |

| PART B (min order of 12pcs of fondants per order. 最少訂購12件·如不足12件·則照12件計算) | | | | | | | |
|--|-------------------------|---|--------------------|---|------------------------------|----------------|---------------------------------------|
| Stamped Fondants 印字糖皮裝飾 | | | | | | | |
| | Fondants Colors 糖皮顏色 | Alphabet Cutouts 字母糖皮 (A-Z / 0-9) | Base Shape 糖皮形狀 | One Word on each Base (max of 5 characters) 糖皮印字 (最多五個字母) | Decorative Packets 糖皮公仔款式 | Quantity 數量 | Match with cupcake (PART A A-R) |
| 1 | | | | | | | |
| 2 | | | | | | | |
| 3 | | | | | | | |
| 4 | | | | | | | |
| 5 | | | | | | | |
| 6 | | | | | | | |
| 7 | | | | | | | |
| 8 | | | | | | | |
| 9 | | | | | | | |
| 10 | | | | | | | |
| 11 | | | | | | | |
| 12 | | | | | | | |
| 13 | | | | | | | |
| 14 | | | | | | | |
| 15 | | | | | | | |
| 16 | | | | | | | |
| 17 | | | | | | | |
| 18 | | | | | | | |

Total Quantity:

Amount:

| PART D: Packing / Other 包裝品/其他 | | INSTRUCTION 裝指引 | 包 Extra 額外 |
|-----------------------------------|--------------------------------------|--------------------|------------------------------------|
| 1 | Box of Single 單件裝盒 | X (\$2@) | X (\$2@) |
| 2 | Box of 3pcs 3件裝盒 | | |
| 3 | Box of 6pcs 6件裝盒 | | |
| 4 | Box of 12pcs 12件裝盒 | | |
| 5 | Single plastic bag 單件裝膠袋 | | |
| 6 | 3pcs plastic bag 3件裝膠袋 | | |
| 7 | 6pcs plastic bag 6件裝膠袋 | | |
| 8 | 12pcs plastic bag 12件裝膠袋 | | |
| 9 | Birthday Label 生日牌 | | |
| 10 | Candle 蠟燭 | | |
| 11 | Fork 叉 | | |
| 12 | Plate 碟 | | |
| 13 | Wedding Figurine 結婚公仔 | | x(\$500@rent) |
| 14 | Cupcake Tower 蛋糕架 | | x(\$100@rent) |
| 15 | High Tea cupcake Tower 蛋糕架 | | x(\$100@rent) |
| 16 | Paper Cupcake Tower (3-tier) 紙製3層蛋糕架 | | _____Pink 粉紅 / _____Blue藍x (\$50@) |

Amount:

Customer information :

Company Name

公司名稱:

Customer Name

顧客姓名:

Contact Number

聯絡電話:

E-mail Address

電郵地址:

Pick up/Delivery Date

取貨日期:

Pick up/Delivery Time

取貨時間:

Pick up Shop/Delivery Location

自取店舖/ 送貨地點:

Customer Sign:

Ensure order correct

For Company Use :

Receipt No. :

In-charge & Chop:

Good Received in Good Condition:

| PART C (min order of 12pcs 每款最少12支起) | |
|---|-------------|
| Flag 雙面旗幟 3cm x 3cm - \$60/12pcs 支 | |
| <input type="checkbox"/> 顧客提供圖檔 | Code. 款式編號 |
| <input type="checkbox"/> 指定款式 | Quantity 數量 |
| | Message 字句 |
| Amount: | |

Terms & Conditions

Charges:

1. Everyday Flavors - \$25 each; Special Flavors - \$30 each; Regular Custom Cupcake (Any flavor) - \$30 each; Special Custom Cupcake - \$35 each.
2. Fondant - Custom Cupcake must be an equal number of fondant, extra fondant will be charged \$5 each.
3. Fondant with stamp mark - Seal production fee \$70 each
4. Individual packaging - \$2 each. No surcharge on regular-priced product.
5. Double-sided flag - \$60 per 12 pieces when ordering custom cupcake, you may get discounts - \$42/12 (Image provide by customer)
6. Ribbon – additional labor cost charge at \$3 each (Ribbon should be provided by customer)
7. Individual single box sticker - \$2 each (Image provide by customer)
8. Sampling charge of custom cupcake - \$20 each. Customers could collect the real sample from one of our stores, sample will be kept for 3 more days after production.
9. After confirmation of the order, if customer wants to change the custom style, Twelve Cupcakes is entitled to re-charge the production costs.
10. Rental cakes stand - HK\$ 100 each day (return on the same business day will also be charged) plus deposit of HK\$ 500 / stand, deposit will be returned upon return of the rental cakes stand. Customer should return the rental cakes stand to our store. If collection helper is requested, fee will be charged depending on different locations.
11. Rental cakes stand set-up services - HK\$ 200/ time, our staff will complete the shelves then leave the venue/party, our staff will not stay in the venue to wait, entertain guests, or re-fill cakes to the shelves.
12. Delivery service - From Monday to Thursday: for order with the amount of HK\$ 500 or more. From Friday to Sunday and the eve of holidays and public holidays: for order with the amount of HK\$ 1000 or more. There is a delivery charge and it varies depending on different locations.

Ordering:

1. Everyday / Special Flavor order requires at least 3 working days in advance. Regular Custom order requires at least 5 working days in advance. Special custom order requires at least 10 working days in advance (Working days excluding Sundays and public holidays).
2. All orders will be confirmed after payment is made. Customer can order by cash, Visa or MasterCard at the store.
3. Delivery service is available from 11 am to 6 pm, times other than this will depend on actual circumstances.
4. Any promotion and coupon does not apply to custom styles and delivery service.
5. Due to copyright, production of copyrighted cartoon characters, patterns or logo will not be provided. However, if customers provide the digital image file, we can make the double-sided flag.
6. If customer wants to change the order – Everyday / Special Flavor notice requires at least 2 working days in advance. Regular Custom notice requires at least 4 working days in advance. Special custom notice requires at least 8 working days in advance (Working days excluding Sundays and public holidays). Besides, we will charge such difference or surcharge.

Image file:

1. Size: double-sided flag - 3cm x 3cm; single packaging face sticker (round) - Diameter - 5cm.
2. Image file should be emailed to enquiry@twelve-cupcakes.com.hk 5 working days in advance. Otherwise, order cannot be completed on schedule (working days excluding Sundays and public holidays).
3. Fondant applies only to simple words or image, and file should be email to enquiry@twelve-cupcakes.com.hk at least 10 working days in advance. Otherwise, order cannot be completed on schedule (working days excluding Sundays and public holidays).
4. File types: .jpg/ .tiff/ .pdf/ .png
5. Please submit 1: 1 scaled files. If the file is not in correct size, our company will scale it to fit.
6. For any image submission, please ensure that there is sufficient resolution.
7. For the image files, our company will not assist on modification, therefore, please check whether the content is accurate before submission.
8. When printing the image, there might be color differences due to different printers. For customers with a strict requirement in color accuracy, they can request a print test first and reply us in 2 days if they confirm to print the image. If we do not receive any print test request or objection before printing the image, we will take this as a confirmation to proceed printing. There will not be refund or reprint afterwards.

Terms & Conditions 有關條款:

收費:

1. 每日款式 - \$25/件；特別款式 - \$30/件；一般訂製款式(任何口味) - \$30/件；特別訂製款式 - \$35 起/件
2. 翻糖糖皮 - 一般訂製款式之蛋糕及糖皮數量必須相等，多出之糖皮將收取\$5/塊
3. 印章糖皮 - 印章製作費用，\$70 起/個
4. 獨立包裝 - \$2/個；正價訂購產品，則無需收取附加費
5. 雙面旗幟 - \$60/12 支；如訂購訂製款式，可享折扣 - \$42/12 支 (由顧客提供圖檔)
6. 綁絲帶 - 手工費 \$3/條 (由顧客提供絲帶)
7. 獨立包裝盒面貼紙 - \$2/個 (由顧客提供圖檔)
8. 訂製款式起版費 - \$20/件；顧客可於店中取回蛋糕版，由完成起版後，蛋糕只會保存 3 天
9. 如客人確認預訂柯打後，需更改訂製款式，本公司有權重新收取製作費用
10. 租借蛋糕架 - \$100/天 (即日退回，亦需收取) 另加 按金\$500/個，按金可於退還蛋糕架時退回；蛋糕架需自行退還分店，如需安排員工到場收回，收費需按地區收取
11. 上架服務 - \$200/次，員工完成上架後，方會離開，不會在場等候、招待賓客、補充架上蛋糕
12. 外送服務 - 星期一至四滿\$500 或以上；星期五至日、假期前夕及公眾假期則需滿\$1000 或以上方可安排外送；收費按地區而定

訂購細則:

1. 每日/特別款式需最少 3 個工作天前訂購；一般訂製款式需最少 5 個工作天前訂購；特別訂製款式則需最少 10 個工作天前訂購 (工作天不包括星期日及公眾假期)
2. 所有訂單須付款後，方可確認預訂。客戶可用現金，Visa 或 MasterCard 到店舖訂購
3. 外送服務時間為早上 11 時 至 下午 6 時，其他時間則需按照實際情況而定
4. 任何推廣或優惠券，不適用於訂製款式及外送服務
5. 因為版權關係，不提供製作任何有版權之卡通人物，圖案或標誌。但若您提供圖檔，我們可以為您製作雙面旗幟。
6. 如顧客需更改訂單，每日/特別款式需最少 2 個工作天前通知；一般訂製款式需最少 4 個工作天前通知；特別訂製款式則需最少 8 個工作天前通知 (工作天不包括星期日及公眾假期)；並會收取有關差額或附加費

來圖細則:

1. 尺寸: 雙面旗幟 - 3cm x 3cm；獨立包裝盒面貼紙 - 直徑 - 5cm
2. 圖檔需 5 個工作天前電郵至 enquiry@twelve-cupcakes.com.hk，否則恕未能如期完成 (工作天不包括星期日及公眾假期)
3. 印章糖皮只適用於簡單字句或圖案，並需最少 10 個工作天前圖檔電郵至 enquiry@twelve-cupcakes.com.hk，否則恕未能如期完成 (工作天不包括星期日及公眾假期)
4. 圖檔格式: jpg/.tiff/.pdf/.png
5. 以 1:1 尺寸提交檔案，如尺寸不正確，本公司只會按比例縮放
6. 來圖時，需自行確保解像度足夠
7. 來圖之檔案，本公司絕不會協助作任何修改；因此，來圖前請先核對清楚內容是否準確無誤
8. 圖檔打印時，會因應不同打印機而有差異；如對顏色準確度有嚴格要求，可先求打稿，並於 2 天內確定及回覆，否則會當作默許確定，其後不會為此而重新打印或退款。