

At Baking Bonanza we take immense pride in delivering exceptional edible printing services that stand out for their quality and craftsmanship. Our commitment to excellence is reflected in the meticulous selection of premium-quality paper and ink, coupled with the regular maintenance of our cutting-edge equipment.

While we strive to ensure every aspect of your experience with us is of the highest standard, it's important to acknowledge that, despite our best efforts, certain factors may occasionally be beyond our control. In this regard, we believe in transparency and fairness, and our terms and conditions are designed to provide you with a clear understanding of the expectations and limitations associated with our edible printing services.

Please take a moment to review the following terms and conditions, which outline the guidelines governing our services. If you have any questions or concerns, feel free to reach out to our customer support team, who are here to assist you.

1. General Information:

a. Printing Times (Effective from January 3, 2024):

i. **Monday to Friday:** 08:45 AM to 5:15 PM

ii. **Saturdays:** 08:45 AM to 12:45 PM

iii. **Selected Public Holidays:** 08:45AM-12:45PM –please consult Google if we are open or contact us directly.

Printing Options:

We offer on-the-spot printing at our shop.

You have the flexibility to share your image via email, WhatsApp, or by bringing it on a memory stick.

Pricing for A4 Icing Sheet Prints:

Please contact Baking Bonanza for the latest price regarding edible printing.

Prices are based on:

- Editing
- Photo strips
- Ready-edited-print

An A4 page measures 20cm x 28cm, and the maximum printable size for round or square images is 20x20cm.

Wafer Paper Printing:

We also offer wafer paper printing. Please contact Baking Bonanza to confirm the latest price

Please note that wafer paper prints are designed for decorations such as butterflies and small, lightweight cake embellishments.

Cupcake Circle Printing:

We can print cupcake circles with diameters of 5cm (20 per page), 4.3/4.5cm (24 per page), or 4cm (30 per page).

Feel free to contact us for any further inquiries or to proceed with your edible printing needs.

b. **Planning ahead:** Clients are encouraged to plan ahead to ensure timely completion of their orders. Printing will only be completed during the specified time frames mentioned above.

c. **Order Completion:** Orders will be processed and completed within the specified printing times. Baking Bonanza appreciates client cooperation in adhering to the designated hours.

2. Editing, Designing, and Ready-to-Print Images:

a. Editing vs. Designing:

i. **Editing:** Baking Bonanza provides editing services, not designing. Editing includes adjusting sizes, adding names to existing images, combining images on a single page, and utilizing Baking Bonanza's saved images.

ii. **Designing:** Designing involves creating entirely new images or combining images to form a new image from scratch, a service not currently offered.

b. Client Responsibilities - Editing:

i. Adjusting Sizes: Clients can request size adjustments for their images.

ii. Adding Names: Clients may add names to existing images.

iii. Combining Images: Clients can request multiple images on a single page.

iv. Using Saved Images: Clients may utilize images saved by Baking Bonanza.

c. Image Search:

i. Baking Bonanza can search for images, aiming to find the closest match.

ii. Clients insisting on exact images must provide their own.

d. Sizes of Images:

i. Clients are responsible for supplying correct sizes for their images.

ii. Baking Bonanza can provide suggestions, but ultimate responsibility for accurate sizes lies with the client.

e. **Photo Strip Orders:**

i. Clients requesting a photo strip are aware that a minimum of 2 working days is required to complete the order.

ii. Cost per page for photo strips differs from standard pricing.

f. **Ready-to-Print Images:**

i. A ready-to-print document is one where the client has made all necessary adjustments and sizing.

ii. A single image on an A4 with one size adjustment is considered ready to print.

g. **Editing Tools:**

i. Word Doc Master and PowerPoint Master: Baking Bonanza provides editable templates with pre-adjusted margins.

ii. Video Tutorial: A tutorial is available to guide clients on how to edit their prints.

h. **Design Consideration:** Clients are encouraged to consider the inherent characteristics of edible ink when designing prints, especially when precise colour matching is crucial. Baking Bonanza will make every effort to minimize colour variations, but certain factors are beyond our control. Please view the Video Tutorial for the best results

i. **Client Acknowledgment:** Clients acknowledge the distinction between editing and designing services, and the responsibility for supplying correct sizes and making adjustments lies with them. Ready-to-print images are those where the client has completed all necessary edits.

3. Colour Variations:

a. **General Disclaimer:** At Baking Bonanza we use edible ink for our printing services. While we strive to accurately reproduce colours, it's important to note that the appearance of printed colours may vary from what is seen on a computer screen. This is a common occurrence in the edible printing industry.

b. **Affected Colours:** Colours that may be affected by variations include, but are not limited to:

- Pinks
- Browns
- Greens
- Purples

c. **Darkening Over Time:** Printed colours may initially appear one shade darker than expected. Additionally, over the course of a day or two, colours may darken further. This natural progression is influenced by factors such as exposure to air and moisture.

d. **Black Ink Caution:** When printing designs with a significant amount of black colour, there is a possibility of subtle lines appearing through lighter colours. This is a characteristic of the printing process. Further information on mitigating issues related to black lines are provided in subsequent sections "**Impact of Rainy Weather and High Humidity**" and "**Editing, Designing, and Ready-to-Print Images**".

e. **Client Responsibility:** Clients acknowledge and accept that colour variations are a normal aspect of edible printing, and Baking Bonanza can not guarantee exact colour matches to computer screens or specific colour samples.

4. Impact of Rainy Weather and High Humidity:

a. **Introduction:** Edible printing may be affected by rainy weather and high humidity, introducing challenges that, while manageable, require client awareness and cooperation.

b. **Bubbles when used on Butter Icing:** In conditions of high humidity or rainy weather, edible printing may lead to the formation of bubbles when used on butter icing. While Baking Bonanza takes measures to minimize this occurrence, clients can contribute to prevention by adding a thin layer of fondant at the back of the edible printing.

c. **Printer Performance:** Baking Bonanza utilizes advanced edible printing equipment to ensure the highest quality output. However, it's important to note that extreme weather conditions, such as high humidity or temperature variations, may impact the performance of our printers.

Humidity can cause ink on printer rollers to become moist, potentially resulting in more noticeable **black lines** during printing. Additionally, softer paper in humid conditions may contribute to this issue. Baking Bonanza advises clients that complete avoidance of black lines may not be possible but can be minimized through proper preventive measures.

d. **Paper Sensitivity:** The paper used in our edible printing services may be sensitive to changes in weather. High humidity levels can affect paper texture and may lead to variations in print quality. We take precautions to minimize these effects, but some degree of sensitivity is inherent in the printing process.

In extremely wet circumstances, edible prints may become **soft and sticky**, making removal from the backing sheet challenging. Prevention is key, and correct storage as outlined in the "**Storage Recommendations**" can minimize the probability of such issues.

e **Prevention Strategies:**

i. Add a thin layer of fondant to the back of the edible printing to reduce the risk of bubbles on butter icing.

ii. Properly store edible prints in a cool, dry place to minimize the impact of extreme weather conditions.

f. **Dehydration Solution:** In case issues persist, clients can attempt to dehydrate moisture trapped in the print during wet weather. Place the print in your oven with only the fan and light on for a few minutes.

g. **Client Responsibility:** Clients are responsible for taking necessary precautions and following recommended storage practices to mitigate the impact of weather-related challenges on edible prints. Clients acknowledge that weather conditions are beyond the control of Baking Bonanza, and we cannot be held responsible for any variations in print quality arising from weather-related factors.

5. Free Reprinting Service and Print Storage:

a. Free Reprinting Service:

- i. Baking Bonanza offers a free reprinting service for clients who have purchased edible prints but did not use the complete page.
- ii. Reprinting is only applicable for edible paper purchased from Baking Bonanza and previously printed by us.

b. Conditions for Reprinting:

- i. Reprinting is limited to edible paper with our visible signature.
- ii. Only soft and pliable paper that has been stored correctly according to our instructions will be eligible for reprinting.
- iii. Baking Bonanza reserves the right to reject reprint requests for pages that were not stored correctly and may pose a risk of damage to our printers.

c. Single Reprint Policy:

- i. Clients are entitled to one free reprint per purchase.
- ii. Clients should ensure the complete use of the reprint, as additional reprints will not be provided.

d. Costs and Editing:

- i. If a client requests a reprint on a ready-to-print page without additional editing, there will be no extra cost.
- ii. If editing is required for a reprint on a ready-to-edit page, the client will be responsible for the editing costs.

e. Storage Recommendations:

- i. Prints are provided in a zip lock bag.
- ii. Never store prints in the refrigerator, as it will adversely affect paper quality.
- iii. Keep the bag closed at all times to prevent drying out or becoming sticky in humid weather.

iv. For longer-term storage, we recommend placing the closed bag between pages of a heavy book to preserve the prints.

f. Client Responsibility:

- i. Clients are responsible for following the recommended storage guidelines to ensure optimal print quality.
- ii. Baking Bonanza is not liable for the quality of reprinted images if the original prints were not stored according to our instructions.

Disclaimer:

a. Edible Printing Only:

- i. Baking Bonanza specializes in edible printing services. We exclusively print on edible paper using edible ink.
- ii. We do not offer traditional printing services, and our expertise is limited to the field of edible imaging.

b. No Printing on Client-Supplied Paper:

- i. Baking Bonanza does not print on any paper provided by the client.

c. Scope of Services:

- i. Baking Bonanza reserves the right to refuse any orders that fall outside the scope of our edible printing services or do not adhere to our terms and conditions.
- ii. Clients are encouraged to familiarize themselves with our service offerings and limitations to ensure a clear understanding of our capabilities.

Thank you for choosing Baking Bonanza. We look forward to serving you with the utmost dedication and delivering delectable creations that exceed your expectations.