

Returns and refund policy

If the product is collected by the client or someone collecting on behalf of the client, The Macaron Boutique will see the order as finalised and accepted by the client.

All products are the responsibility of the customer once it leaves our possession. Take care in transporting the products.

All the products are handmade and may vary in size and colour. Refund requests or discount due to decorating style, colour shade or varying sizes will not be considered.

Cake flavour and texture is subjective. Refunds requested due to flavour or texture after the product has been accepted and picked up will be at the sole discretion of The Macaron Boutique. Please return the product in question the same day as collection. We will inspect the item and decide on the way forward. Please note, we do taste our cakes daily to ensure the highest quality. Quality determination is solely at the discretion of The Macaron Boutique.

Please understand we cannot control changes in texture or changes in colour or shape due to weather conditions.

The Macaron Boutique is not responsible for any damage to the cake caused by the placement of flowers by another party or other items on the cake.

Make sure you order the correct product and for the correct collection date, because no refunds will be given for incorrect orders placed by clients.

If the product is not collected by the client on the collection day, it cannot be resold to another client and no refund will be given.

Rental Items

Should any parts be not returned or damaged in any way, the renter will be responsible for the cost of replacing the entire item. The return date and refundable deposit is noted on rental agreement. A returnable security deposit will be refunded when ALL rental items are returned in the same condition.