



FAQ

HANDLING & STORING YOUR CAKE

At SugarChef we stock all our creations and cakes in a humid-free positive cold room. All our cakes should be handled with care for best possible presentation and taste, once you get to the venue too. Therefore we recommend you keep your cake in a non-humid fridge or cool place. For optimal taste, we recommend you to take it out 1 hour prior serving the cake to lock in all its flavors.

Once your cake leaves our boutique, they are no longer responsible for any damages that occur, in transport or in your home. If you have specific questions about the care of your details, please ask.

1. Before leaving, please **look it over carefully to make sure all details and spelling are correct.** Minor corrections can usually be made before you leave.
2. Place both hands under the board of your cake to distribute the weight evenly when carrying. The corrugated cake boards can flex and bend if not fully supported, causing the cake to torque and leaving cracks in buttercream and in fondant.
3. Today's cake boxes are not sturdy things... please be careful not to squeeze the sides into your cakes' pretty buttercream borders.
4. Please arrive in a vehicle with space large enough to carry your custom cake.
 - A. Large custom cakes may not include a box for transportation or may be in an open box without a lid.

SugarChef -The Gardens of Bagatelle
Custom Cake Boutique

851 SE 6th. Avenue, Delray Beach FL
sugar@sugarchef.com 561-808-6257





5. Transport your cake safely.

A. Place cakes in the flattest part of your vehicle: floorboards or SUV flat bed space is best. Your seats are not a good location. Most have some slope to them, and all it takes is a few degrees of slope combined with any twist and turns to cause damage.

B. Be sure items are not stacked around your cake that can fall or slide into your box.

C. Pets and children are devious... especially when the scent of fresh buttercream surrounds them. They can't help it 😊

6. Go DIRECTLY to your cakes' final destination. Your decorations are made with creamed butter! Every little bump, every little curve, every little stop and go affects the solidity of your cake. In our years of delivering, we've seen elements slide off, tip off, lean, and literally leap off the cakes while transporting. Warm buttercream can and will slide down the sides of your cake, especially if they have heavy decorations or thick buttercream designs. **Reduce the risk by going straight home with your cake.**

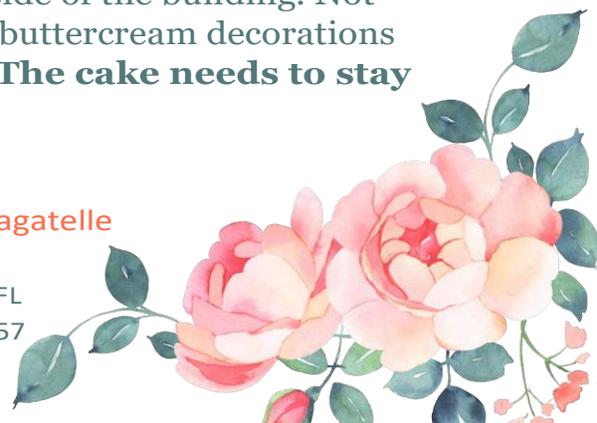
7. If **traveling long distances** with your cake, let us know so we can **chill it** before you pick it up. **Pop the cake into the refrigerator** for an hour or so on arrival **to firm everything back up** again.

8. Be sure your cake is **not near a floorboard heater or in direct sunlight.** Cakes need to stay below 72 degrees to avoid melting. 65 degrees is even better. Never leave them in an un-airconditioned car. Direct sun through glass is also bad.

9. When determining the placement of your cake at the event venue, **keep it out of direct sunlight and avoid increased temperatures near windows. It is best not to place your cake on the westerly side of a windowed building or pavilion** where the setting sun might hit it later in the day or warm up that side of the building. Not being mindful of these details could cause the buttercream decorations on your cake to melt while no one is watching. **The cake needs to stay below 72 degrees.**

SugarChef -The Gardens of Bagatelle
Custom Cake Boutique

851 SE 6th. Avenue, Delray Beach FL
sugar@sugarchef.com 561-808-6257





10. Some elements of your cake **should not be refrigerated or frozen for long periods of time: chocolate, fondant, and gum-paste.** They draw moisture in the cool conditions of the refrigerator, causing condensation and drippings when you pull them out into Florida humidity.

11. Cakes that have been hand painted or airbrushed should not be refrigerated. As soon as it comes out, **Florida humidity condenses on the cold cake, causing food colorings to drip and run.**

12. Your cakes are best enjoyed at room temperature, but Fresh Fruit, Cream Cheese Icing, and Egg based fillings (**pastry cream and curds**) **should be refrigerated if being held overnight, for food safety.**

13. Sculptural elements and figurines **may contain wire supports or toothpicks of wooden skewers** for support. Please ask about placement of these items before serving to small children.

14. **Fluorescent Lights and Daylight can fade the color** of your decorations, especially items colored in pinks and purples. The fading doesn't happen over a matter of days... it can happen in just a few hours.

15. **We offer delivery for a service fee with touch ups done on arrival.**

16. Most delivered cakes are refrigerated for as long as possible before making the trip. This definitely reduces our stress and worry of buttercream and decorations siding down the edge of your cake. On arrival, your cake may be quite cool. If you prefer to serve your cake at room temperature, please let your us know so we can deliver earlier and allow your cake time to come to temperature in its new home. **(Trust us... Chilled cakes are much prettier than melted ones!).**

17. **If your party is postponed** a couple of days, you can preserve your cake by completely wrapping the boxed cake with cling film/saran wrap and then placing your boxed cake into the refrigerator. (The saran wrap will help reduce condensation later when bringing it back to room temperature.) If the party is postponed longer, you can place your wrapped box into the freezer for about a week. 24 hours before the party, bring the cake to room temperature, but keep the boxed cake wrapped in the cling wrap. This should help reduce condensation.

SugarChef -The Gardens of Bagatelle
Custom Cake Boutique

851 SE 6th. Avenue, Delray Beach FL
sugar@sugarchef.com 561-808-6257

