



FREQUENTLY ASKED QUESTIONS

GENERAL INFO:

What does 5-12 Mean?

The numbers 5-12 have two meanings. May 12th is Chef Tai's birthday. 5-12 also comes from our business concept of opening a storefront with a business model of a dessert boutique by day transforming into a dessert lounge from 5 to 12 PM.

Do you have a retail location where we can walk in and purchase custom cakes and dessert?

We don't currently have a retail location. We proudly operate out of Mess Hall a culinary incubator in the Brookland area of Washington DC where we produce all our custom cakes and dessert for purchase by special order. We plan to operate at Mess Hall until we're ready to open our very own dessert boutique & lounge.

How do I place an order?

Orders can be placed at anytime by completing our website order request form, by emailing us at orders@5-12dessert.com, or by calling us on 202-841-4127 and someone will get back to you within 24 hours. When placing an order please be as specific as possible. When placing an order for a custom or wedding cake it's best to conduct research beforehand and have a budget in mind. Reference photos, invitations, or event décor information can also be provided to help us visualize your design concept.

What is your order placement/payment policy?

We recommend that you contact 5-12 Dessert as soon as you decide to purchase from us to ensure availability. Orders for wedding cakes should be placed at a minimum one-month prior to wedding date. Orders for all other items should be placed at least two-weeks in advance (except in the cases of special promotions, special ordering instructions will be given at that time). A 50% non-refundable deposit is required to book order. Remaining balance must be paid at least one-week prior to event. Any orders placed less than two-weeks in advance must be paid in full at the time order is placed. Deposits and payments can be made in cash, via credit card (Visa, Amex, MasterCard, or Discover), or via PayPal.

What is your cancellations policy?

Orders are not officially booked until a 50% non-refundable deposit is received. If you need to cancel your order, a refund for the balance of your order will be refunded if cancelled at least 5 days prior to your event. Cancellations made less than 5 days prior to event are non-refundable. In the case of inclement weather, we are unable to issue a refund, but can offer a store credit or rescheduled the order.

CAKES:

How do you price your cakes?

Most of our cakes are custom made to meet clients individual needs so prices vary depending on size, design, and complexity. Please reference our custom cakes menu for more information. We are more than willing to work within your budget and to make technique and design suggestions that will work best for each individual client. We encourage you to contact us to discuss options and details.

Do you make custom sheet cakes?

Sheet cakes are only created as an addition to wedding cakes to accommodate large wedding parties. Main wedding cake must serve 100 guests or more. Sheet cakes (priced at \$3.50 per serving) will be decorated with a basic design to match the color scheme of the main wedding cake and cut and served to your guest as if it was part of the original wedding cake.

Can I order more than one cake flavor?

Single tier and sculpted cakes are available in only 1 flavor. Different cake flavors can be made for each tier of multiple tier cake.

Do you offer in-person consultations?

In-person consultations are available free of charge for up to ½ hour by appointment only. Feel free to bring any photos, invitations, etc., to assist us with understanding your cake design concept.

Do you offer tastings?

Tastings are available for wedding cakes by appointment only. There is a charge of \$30.00 per couple with a choice of 3 different cake flavors. That \$30.00 will be applied to your order should you decide to book with us. Tastings can also be arranged at a charge for celebration cakes valued at \$350 or more.

Do you deliver?

We deliver in the Washington DC/Baltimore Area. Delivery fees start at \$25.00 depending on location and item being delivered. This charge does not include tolls or any parking fees. Delivery is recommended for all wedding cakes and cakes 2-tiers or larger.

What is your liability policy?

The client is responsible for safe transport of cakes picked up by them. 5-12 Dessert is not responsible for damages to cakes after delivery and setup. The client is responsible for removing any non-edible design elements before consumption (rhinestones, dowels, etc.). Any food allergies should be disclosed at the time cakes or dessert items are ordered.

How do I maintain quality?

We recommend that all cakes be refrigerated up to 2-3 hours before serving. Leftover servings should be refrigerated.

Do you ship cakes or desserts?

At this time, our custom cookies are the only item that we ship.

Do you make products for people with health or dietary restrictions?

Yes, can alter some recipes to accommodate clients with special needs. Please call to inquire.

Are your cakes made from scratch?

Yes...all of our cakes and desserts are made from scratch with the finest ingredients.