

Edible Designs Cakery & Desserts

Case #: 13605074

Consumer Info:

Business Info:

Edible Designs Cakery & Desserts
14524 Piping Rock Ln
Houston, TX 77077

www.edcakery.com

Date Filed: 6/7/2019 10:06:59 AM

Nature of the Complaint: Refund / Exchange Issues

Consumer's Original Complaint:

#EdibleDesigns don't deserve to be open!!! I'm so frustrated with this cake place that was suppose to deliver my wedding cake. My wedding was Sunday May 26 at 6 pm and my cake was suppose to be delivered between 3-6 pm before the wedding. The cake didn't arrive to the venue until 9:45 that night, in which my mom declined the cake because a lot of our wedding guest was leaving the venue and told him no thank you we just wanted a refund. My mom had been calling Adam Longoria and he told her at 7pm the cake would be there in 15 mins and he eventually stop answering the phone. This cake purchase was for \$3290 and when I went to the store front to discuss my refund Adam in returned stalling while I was at the front door but eventually answered giving me some trash excuse. At this point Adam told me he was a minority owner of Edible Designs and the Owner Randy Morena that handles refund and any type of money issue would be in contact with me. Randy contacted me in regards to my cake refund and stated and even confirmed in a text that he would refund me by June 7, 2019. ON last night June 6,2019 Randy contacted me stating he wouldn't be able to refund me as of right now. The company is still doing business and the contract was breached and not fulfilled and they aren't refunding me on my purchase and as well ruined my wedding day. Please don't trust this company. I was told they messed up 4 cakes the same night. This is very disappointing they are handling this incident in this manner!!!! Found out a wedding planner put a review up and was contacted but I haven't heard anything!!! @edibledesignstx @ Edible Designs

Consumer's Desired Resolution:

I want my full compensation in a timely manner as I'm still receiving the run arounds 2 weeks after my event. This cake company need to be shut down. This shouldn't have happened and me still waiting on a business to refund me is unacceptable!!!

Complaint Timeline

06/07/2019

Assignment Changed: From: Unassigned
ODR User

06/07/2019

Pending Automation: Process complaint
tlawson@bbbhou.org

06/07/2019

Pending initial Business response: Action taken
tlawson@bbbhou.org

06/18/2019

Follow up sent to Business: Action Taken
Threshold Application

06/24/2019

No response: Action Taken
Threshold Application

Edible Designs Cakery & Desserts

Case #: 13705552

**Consumer
Info:**

**Business
Info:**

Edible Designs Cakery & Desserts
14524 Piping Rock Ln
Houston, TX 77077
(281) 556-5523

Date Filed: 7/23/2019 7:06:02 PM

Nature of the Complaint: Contract Issues

Consumer's Original Complaint:

Seeking \$700.00 refund for cake services not rendered. Manager Adam Longoria refuses to return calls or emails.

Consumer's Desired Resolution:

To have business representative Adam Longoria or owner Jessie Lopez contact me to issue \$700.00 refund.

Complaint Timeline

07/23/2019	Automation: Auto Process Complaint Form
07/24/2019	Pending initial Business response: Action Taken Threshold Application
08/03/2019	Follow up sent to Business: Action Taken Threshold Application
08/09/2019	No response: Action Taken Threshold Application

Edible Designs Cakery & Desserts

Case #: 13705684

**Consumer
Info:**

**Business
Info:**

Edible Designs Cakery & Desserts
14524 Piping Rock Ln
Houston, TX 77077
(281) 556-5523

Date Filed: 7/23/2019 8:09:48 PM

Nature of the Complaint: Refund / Exchange Issues

Consumer's Original Complaint:

Howdy, my fiance and I went to Edible Designs in February 2019 for a cake tasting and signed a contract for them to supply a cake for our wedding on January 18, 2020. In June 2019, we scheduled a second tasting to confirm our choices and when we went to the business nobody was there and they avoided our phone calls, emails and messages trying to locate them. A few days later, we called again and the business line was completely disconnected. The man who claimed to be the owner, Adam Longoria, also had his phone disconnected when we tried to call and he made a post on social media that he left the business last month.

Consumer's Desired Resolution:

We are currently owed \$274, which was the deposit we placed on our order in February and would like it refunded so that we can proceed with our wedding planning.

Complaint Timeline

07/23/2019	Automation: Auto Process Complaint Form
07/24/2019	Pending initial Business response: Action Taken Threshold Application
08/03/2019	Follow up sent to Business: Action Taken Threshold Application
08/09/2019	No response: Action Taken Threshold Application

Edible Designs Cakery & Desserts

Case #: 13706031

**Consumer
Info:**

**Business
Info:**

Edible Designs Cakery & Desserts
14524 Piping Rock Ln
Houston, TX 77077
(281) 556-5523

Date Filed: 7/24/2019 12:01:27 AM

Nature of the Complaint: Refund / Exchange Issues

Consumer's Original Complaint:

We signed a contract and placed a deposit of \$300 for a wedding cake back in April. Then called and paid the balance of \$700 on June 4. The wedding was 7/20/2019. The week prior to the wedding we were trying to confirm with the bakery about cake and delivery and there is no one answering phones or emails. And there was no cake. Still no one is answering phones.

Consumer's Desired Resolution:

I'd like a refund of the \$1000 that we paid for a wedding cake that we did not receive.

Complaint Timeline

07/24/2019	Automation: Auto Process Complaint Form
07/24/2019	Pending initial Business response: Action Taken Threshold Application
08/03/2019	Follow up sent to Business: Action Taken Threshold Application
08/09/2019	No response: Action Taken Threshold Application

Edible Designs Cakery & Desserts

Case #: 13714228

**Consumer
Info:**

**Business
Info:**

Edible Designs Cakery & Desserts
14524 Piping Rock Ln
Houston, TX 77077
(281) 556-5523

Date Filed: 7/27/2019 10:47:51 PM

Nature of the Complaint: Contract Issues

Consumer's Original Complaint:

Business did not deliver product. No call or email was sent to let us know they were not going to make their commitment. Adam, the lead baker sent an email at 9pm two night before letting me know that he no longer worked for the company and that he did not know if they would be delivering our cake on our agreed date. Not only is that unreasonable giving us a 2 day notice when we literally spent MONTHS designing and choosing the right fillings for the cake through their company. Since we have gotten back to finally attempt to do something about this problem we see that they have scammed multiple people out of their money with the same issue of not showing up or just chunking them not having your cake after you have paid to them having "finacial problems." But when we paid for our cake they received a full payment for our cake to be made and delivered in the quality we paid for. We also had to scramble the night before in order to have a bakery expedite the service to create a cake for us to have for our day.

Consumer's Desired Resolution:

We would like the approximate \$1,600 we paid for the cake, the amount we had to pay to get a new cake created in less then 24 hours, and compensation for emotional distress. I have the Invoices for the cake we purchased from the company.

Complaint Timeline

07/27/2019	Automation: Auto Process Complaint Form
07/28/2019	Pending initial Business response: Action Taken Threshold Application
08/08/2019	Follow up sent to Business: Action Taken Threshold Application
08/14/2019	No response: Action Taken Threshold Application

Edible Designs Cakery & Desserts

Case #: 13749555

**Consumer
Info:**

**Business
Info:**

Edible Designs Cakery & Desserts
14524 Piping Rock Ln
Houston, TX 77077
(281) 556-5523

Date Filed: 8/5/2019 3:43:05 PM

Nature of the Complaint: Refund / Exchange Issues

Consumer's Original Complaint:

I put down a deposit for my wedding cake on April 2019, and never heard from them again after that. I discovered that they have been closed down/out of business in July 2019, when I was due for my final cake payment. I tried to reach out to them by calling, emailing, driving there in person. It looks like the place is closed down, no one in the office. I contacted other brides who also used them as vendors with the same exact issue.

Consumer's Desired Resolution:

Would like a full refund of my deposit since cake will obviously not be made.

Complaint Timeline

08/05/2019

Automation: Auto Process
Complaint Form

08/06/2019

Pending initial Business response: Action Taken
Threshold Application

Edible Designs Cakery & Desserts

Case #: 13752780

**Consumer
Info:**

**Business
Info:**

Edible Designs Cakery & Desserts
14524 Piping Rock Ln
Houston, TX 77077
(281) 556-5523

Date Filed: 8/6/2019 5:14:23 PM

Nature of the Complaint: Contract Issues

Consumer's Original Complaint:

I had originally booked Edible Designs for my wedding cake. I booked with Adam Longoria and after taking my deposit in February, they have not returned or answered any phone calls, or have been reachable during business hours. I stopped by during business hours on a Friday, and the shop was dark and empty. The shop looked like it had been cleaned out and was closed for good.

Consumer's Desired Resolution:

Complaint Timeline

08/06/2019

Automation: Auto Process
Complaint Form

08/07/2019

Pending initial Business response: Action Taken
Threshold Application

Edible Designs Cakery & Desserts

Case #: 13755722

**Consumer
Info:**

**Business
Info:**

Edible Designs Cakery & Desserts
14524 Piping Rock Ln
Houston, TX 77077
(281) 556-5523

Date Filed: 8/7/2019 7:05:20 PM

Nature of the Complaint: Contract Issues

Consumer's Original Complaint:

My fiance and I visited this establishment March 14th of this year. We were helped by the Baker named Adam with a cake tasting. Adam helped us decide on a wedding cake. I proceeded to inform Adam that I would call back for a grooms cake. On July 30th I called to get my grooms cake started, since I had decided. When I called the number had been disconnected. Upon notifying my fiance, she looked up the business and they had closed with no refund. We spent \$355.00 on the deposit and now have lost that money and had to spend more money at another establishment. We are understandably disappointed and angered. We have a contract with them and can't get ahold of them to refund our money.

Consumer's Desired Resolution:

Our money back and possible criminal investigation into the owner. I don't want someone else to be a victim of this establishment.

Complaint Timeline

08/07/2019

Automation: Auto Process
Complaint Form

08/08/2019

Pending initial Business response: Action Taken
Threshold Application

Edible Designs Cakery & Desserts

Case #: 13755918

**Consumer
Info:**

**Business
Info:**

Edible Designs Cakery & Desserts
14524 Piping Rock Ln
Houston, TX 77077
(281) 556-5523

Date Filed: 8/7/2019 8:51:01 PM

Nature of the Complaint: Refund / Exchange Issues

Consumer's Original Complaint:

Placed \$420 deposit for wedding cake on 3/30/2019. However, business abruptly closed few months ago without offering explanation or refund. Business cannot be contacted.

Consumer's Desired Resolution:

Refund of \$420 deposit.

Complaint Timeline

08/07/2019

Automation: Auto Process
Complaint Form

08/08/2019

Pending initial Business response: Action Taken
Threshold Application

Edible Designs Cakery & Desserts

Case #: 13756754

**Consumer
Info:**

**Business
Info:**

Edible Designs Cakery & Desserts
14524 Piping Rock Ln
Houston, TX 77077
(281) 556-5523

Date Filed: 8/8/2019 10:53:27 AM

Nature of the Complaint: Contract Issues

Consumer's Original Complaint:

We purchased a wedding cake from Edible Designs and it appears they have likely gone out of business. They have discontinued several of their social media sites, their phone number has been disconnected, their store front is empty with a sign saying "Closed" on the door.

Consumer's Desired Resolution:

We paid for the cake in full and need to request a refund presuming they won't be able to deliver the cake we purchased. I've filed a credit card charge protest although so far the credit card company doesn't feel they have enough information to approve my charge.

Complaint Timeline

08/08/2019

Automation: Auto Process
Complaint Form

08/09/2019

Pending initial Business response: Action Taken
Threshold Application

Edible Designs Cakery & Desserts

Case #: 13756759

**Consumer
Info:**

**Business
Info:**

Edible Designs Cakery & Desserts
14524 Piping Rock Ln
Houston, TX 77077
(281) 556-5523

Date Filed: 8/8/2019 10:56:05 AM

Nature of the Complaint: Customer Service Issues

Consumer's Original Complaint:

As the mother of the bride and Mother of the Groom made an appointment to do a Cake tasting on 3/23/19 we paid 1/2 for Groom and Bride Cake. They Cashed both our checks. Bride paid second half of cake in full. Groom's mom went to pay second half and they couldn't find our order. I cancelled our order and asked for a full refund because Adam who told us he was the owner. He left the store and was no longer doing cakes. I asked for a meeting with Randy "The Owner" and he was a no show. Since then they have not answered phones, emails. I hired a lawyer and she is in contact with Adam.

Consumer's Desired Resolution:

Complaint Timeline

08/08/2019

Automation: Auto Process
Complaint Form

08/09/2019

Pending initial Business response: Action Taken
Threshold Application

Edible Designs Cakery & Desserts

Case #: 13756969

**Consumer
Info:**

**Business
Info:**

Edible Designs Cakery & Desserts
14524 Piping Rock Ln
Houston, TX 77077
(281) 556-5523

Date Filed: 8/8/2019 12:10:15 PM

Nature of the Complaint: Contract Issues

Consumer's Original Complaint:

We purchased two cakes (Wedding and Groom's) from this establishment. Both cakes were paid in full in an amount of \$1,150. The business is no longer responding to phone calls or emails. Given this lack of response, the recent article that was published

(<https://www.click2houston.com/news/investigates/couples-shell-out-top-dollar-but-don-t-get-wedding-cakes-of-their-dreams>) and your summary of customer complaints, we anticipate that we will likely never hear from this business, have a cake delivered nor receive a refund (though we have requested one from the business).

Consumer's Desired Resolution:

We wish to alert other customers that we were also a victim of this business and would like a refund in full (\$1,150).

Complaint Timeline

08/08/2019

Automation: Auto Process
Complaint Form

08/09/2019

Pending initial Business response: Action Taken
Threshold Application

Edible Designs Cakery & Desserts

Case #: 13757712

**Consumer
Info:**

**Business
Info:**

Edible Designs Cakery & Desserts
14524 Piping Rock Ln
Houston, TX 77077
(281) 556-5523

Date Filed: 8/8/2019 3:45:59 PM

Nature of the Complaint: Refund / Exchange Issues

Consumer's Original Complaint:

Ordered a 3 tier cake on May 2nd, 2019, to feed 200 guest, from Edible Design/owner Adam Longoria. Called to confirm the delivery for September 27th, 2019; the business number has been disconnected, the owner will not return calls or e-mails, a sign has been placed on the door that it's closed. I, along with many other customers will not receive the service in which we paid for in advance according to the agreement. (see local channel 2Houston news)

<https://www.click2houston.com/news/investigates/couples-shell-out-top-dollar-but-don-t-get-wedding-cakes-of-their-dreams>

Consumer's Desired Resolution:

Both my sister-in-law and I wish to have our money returned. She provided the deposit (\$1075.00) and I paid for the remaining balance (\$1075.00). We want our full refund because we had to seek a replacement cake with another venue. We do not want this to happen to anyone else.

Complaint Timeline

08/08/2019

Automation: Auto Process
Complaint Form

08/09/2019

Pending initial Business response: Action Taken
Threshold Application

Edible Designs Cakery & Desserts

Case #: 13764473

**Consumer
Info:**

**Business
Info:**

Edible Designs Cakery & Desserts
14524 Piping Rock Ln
Houston, TX 77077
(281) 556-5523

Date Filed: 8/12/2019 3:56:29 PM

Nature of the Complaint: Contract Issues

Consumer's Original Complaint:

We booked 3 wedding cakes with Adam at Edible Designs in January 2019 and paid the total amount up front the same day. We were given a receipt and signed contract as well with an agreement of our cakes being delivered to our wedding venue on 8/31/19. On 8/8/19 I came across a news article posted on social media that Adam from Edible Designs has scammed all the brides he contracted with, took their money but never delivered the cakes. I called his direct line and the business line and got an automatic reply that those numbers are no longer in service. I emailed the business email and got an automatic reply that email is no longer valid. I called my wedding coordinator and talked to more vendors in the wedding industry and they confirmed that Edible Designs has gone out of business. The business building has even been abandoned. We were never contacted by Edible Designs regarding their closure nor any information from them of them not being able to fulfill our order.

Consumer's Desired Resolution:

Full refund of \$1793.50 since payment was made in full and no services were rendered.

Complaint Timeline

08/12/2019

Automation: Auto Process
Complaint Form

08/13/2019

Pending initial Business response: Action Taken
Threshold Application