



REFUND POLICY

Our bakes are packaged with care to ensure your gift arrives in excellent condition and tasting fabulous. However, if for some reason you are not entirely satisfied with your purchase the following clarifies our refund policy. We are always happy to speak in person to help with any queries so please do not hesitate to contact us by telephone or by email. Our contact details are at the bottom of this policy.

1. If upon delivery the product is damaged, different from the one you have ordered (for example of a different colour or the wording is incorrect), or the order is incomplete, when you receive it, please notify us immediately for investigation, if found to be the case we will credit or refund your purchase.
2. Since taste is a very personal matter and subjective we cannot accept or make refunds for products returned on the basis that the taste is simply not to your liking.
 - a. We will not be liable to you in respect of any complaint concerning any aspect of any product which is not raised by you within 24 hours of delivery by us, or collection by you or your agent.
 - b. Any extra information requested by our Customer Care team, that is required to substantiate a complaint, must be sent within 48 hours from the reporting of the issue.
 - c. In the case of damaged goods you must retain the damaged Products and all packaging for inspection by us.
 - d. Subject to our report on the claimed damage and to these Terms and Conditions we will offer you a gesture of good will or either part or full credit / refund the price you paid for the returned Products together with the delivery charge, or at our discretion we will provide you with a credit for further products.
 - e. We will have no liability to you for any indirect loss. Please state clearly your dispatch & delivery details in all communications to us.
3. We will only provide a refund to the original credit card or debit card account used for placing the online order. Legal ownership of the goods will immediately revert to us if we refund any such payment to you.
4. We have made every effort to display the cakes within each selection of our products as accurately as possible on our Site and have also made every effort to ensure that the colours on screen are as close as possible to the colours of the actual product. However, the colour of the actual product you see on your screen will depend on your monitor, your screen settings and resolution. Accordingly, we cannot guarantee that your



monitor's display of any colour will accurately reflect the colour of the product on delivery and we cannot accept the return of any product because it does not match the colour you were expecting from viewing your screen display.

5. We will not accept the return of any Products which have been purchased from any outlet other than this online Site. The provisions of this clause do not affect your statutory rights.