

PICK UP/COLLECTION POLICY

JANUARY 2021

Change of Pick Up Details

- If you have chosen to have your order picked up at our studio, your collection window will be clearly stated on your tax invoice. If any of the information presented on your invoice is incorrect, please contact us immediately.
- You will have up to a **maximum of 48 hours** prior to your pick up window to make changes to arrangements, after which any subsequent amendments cannot be accommodated. If we are not contacted during this period, we will exercise reasonable assumption that the information provided is accurate and that collection will take place at the date, time, and place indicated as per the instructions on file.

Collection Process

- The pick up address will be stated on the order confirmation sent to you after your order has been paid for and confirmed.
- A final reminder will be sent to you or the nominated recipient via email or text at least **24-48 hours** prior to the specified pick up window. However, it is still your primary responsibility (prior to confirming your order) to make the necessary arrangements to ensure that the cake is successfully collected during the specified pick up window.
- We will take reasonable steps to ensure that the order is collected by the specified recipient.
- We will not be held responsible for the safety and care of goods once they are handed over for collection, or when they leave our premises. The goods sold are subject to our standard terms and conditions of sale.

Unsuccessful Collections

- If you fail to collect the order during the specified window (and after multiple attempts to get in contact), we will allow a reasonable extension of time past the allocated window at our own discretion. After this time has passed, you will be deemed to have missed your pick up window.
- It is then your responsibility to contact us as soon as possible to arrange the next available pick up window (subject to availability and our discretion).
- If you fail to collect your order **48 hours after the original collection window**, we may choose not to release your order due to health and safety concerns. **No refund will be provided.**

We thank you for patience and understanding. Please do not hesitate to contact us should you have any queries regarding any of the above.