

## **DELIVERY POLICY**

**JANUARY 2021**

### **Change of Delivery Details**

- If you have chosen to have your order delivered, your delivery instructions 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 delivery 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 delivery will take place at the date, time, and place indicated as per the instructions on file.

### **Delivery Process**

- We engage third party providers to complete all cake deliveries (in accordance with our 2-hour delivery schedules), and as such we are unable to guarantee that orders will be delivered at a specific time.
- A final delivery reminder will be sent to you or the nominated recipient via email or text at least **24-48 hours** prior to the specified delivery window. However, it is still your primary responsibility (prior to confirming your order) to make the necessary arrangements to ensure that the cake can be successfully delivered during the specified delivery 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 Deliveries**

- If delivery cannot be completed during the specified window (and after multiple attempts to get in contact), we will wait up to an absolute **maximum of 10-15 minutes** at the delivery site. After this time has passed, you will be deemed to have missed your delivery window. Due to health and safety reasons, we are unable to leave any orders unattended.
- It is then your responsibility to contact us as soon as possible to arrange the next available delivery window (subject to availability and our discretion), where the delivery fee will be charged as per normal. Payment of this fee must be made to us before we release the order to you.
- If you fail to collect your order **48 hours after the original delivery 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.