

DELIVERY



We recommend that our buttercream cake are chilled/ refridgerated upon delivery if not being eaten within the following 3 hours. All cake should be kept in a cool and shaded area away from anything wet, and any direct sunlight or heat.

SHIPPING

We ensure that all cakes are baked in small batches. This means the freshest possible cakes and the best flavours. Therefore we have set delivery and shipping days. Our shipping days are every Tuesday.

All of our our treat boxes are sent via Royal Mail. Royal Mail will aim to deliver the next working day.

If nobody is at home between the 9-5 delivery window our couriers will leave your parcel in a suitable location or with a neighbour. We are not responsible if goods are stolen or neighbour does not provide your goods as someone should be available to sign for the package.

DELIVERY

All online orders are delivered on Thursdays. Custom order deliveries can be arranged throughout the week.

If your items have been damaged during delivery then we can take it back to be amended and re delivered. Alternatively, your order can be refunded. If your item was damaged after delevery we will not be able to ammend it or provide a refund as it ocured out of our care.

A photo we will be taken of all orders and sent via email once delivered.

It is essential that you, or someone on your behalf, will be available to receive and sign for the goods at the delivery address at the agreed delivery time. If someone at the delivery address other than you signs for the goods, we are entitled to assume that person is authorised by you to do so.

If no one is available to accept the order upon delivery, then we will attempt to make contact. If we fail to get in contact, then we will deliver the cake to a neighbour. If the cake is not accepted by a neighbour then the driver will take the cake back and hold it for a maximum of 6 hours for alternative collection. After this period of time, the cake will be discarded.

We will be entitled to retain in full, the amount debited to your card.

Sometimes delivery may be late or cancelled because of adverse weather conditions or other events outside of our reasonable control. If so, we will try to contact you as soon as we are able to in order to reschedule your delivery time and date at no extra cost.

COLLECTION

Collection can be arranged throughout the week between 10am and 4pm.

REFUND

To receive a refund of your damaged order, please to take a photo of your item. this will be compared to the picture taken upon delivery for refund approval.

We cannot accept refunds on any gift voucher purchases.

If approved, you'll be automatically refunded on your original payment method. Please remember it can take some time for your bank or credit card company to process and post the refund too.