**Terms and Conditions**

**Freelicious**

**www.freelicious.co.uk**

**Thank you for choosing Freelicious. Freelicious is an insured and registered business with 5\* hygiene rating. All products made by us (Freelicious) are subject to Terms and Conditions (T&C). Before you order please read through these Terms and Conditions (T&C). By placing your order you agree to T&C.**

**Ordering**

Customers can order products made by Freelicous via the website, social media or email. All conversations must be kept in writing. All enquiries will be replied to within 48 hours. The order is secured once the deposit is paid. Products that are delivered by post and are not customised do not require confirmation and can be ordered from our website.

Please allow a minimum of 14 days for ordering celebration cakes, cookies, larger orders of tray bakes and custom cake toppers. Short notice order may be considered, please check our website for up to date information. Allow a minimum of 3 months for wedding cakes.

**Deposit & Payments**

**Celebration cakes (birthdays, anniversaries, christening etc.)**

To secure your order a non-refundable deposit of 50% of the final price must be paid no longer than 24 hours after your order has been confirmed. The confirmation of your order will be either an invoice sent manually by email or an automatic invoice sent by the website, All deposits must be made by online payment either by bank transfer, card payment or Paypal.

For celebration cakes, cookies or other products which are collected by a customer remaining 50% is due to pay on a day of collection.

The remaining 50% is required on a day of collection and can be paid in cash or by online payment. Its customers right to pay the order in full on a day of ordering.

**Wedding cakes**

To secure your order a non-refundable deposit of 50% will be required within 1 week after your order has been confirmed. the remaining 50% will be required 6 weeks before the wedding takes place.

**Products sent by post including tray bakes, cookies, cake toppers.**

Products that are available to send by post must be paid in full on a day of ordering.

Products that are available to send by post but a customer’s chosen delivery method is collection can choose to pay 50% deposit on a day of ordering and remaining 50% on a day of the collection either by cash or online.

**Collections**

Customer will collect their order at an agreed time (1 hour slot). Upon arrival, the customer will be shown their order and payment will be collected if due. After the customer leaves our premises we can no longer take any responsibility for the order.

Wedding cakes can be collected or we will set up the cake at a venue. If a customer chooses to collect their wedding cake, after leaving our premises we can no longer take responsibility for any damage and the customer will be responsible for handling, storing and cake set up.

**Postage delivery**

All orders suitable for postage will be securely packed and posted on an agreed day. Postage of the products is included in the final price unless stated otherwise. Customer is responsible to ensure they will be ready to collect their parcel on a day of delivery. We cannot take any responsibility for any damage made by missed delivery.

**Returns & Refunds**

If customers are not happy with their order on a collection day within our premises or a venue for wedding cakes, we will make all the effort to fix the order, if possible. However, we will refer to the written communication between us and a customer, any additional adjustment outside the written and agreed communication to the order on a collection day will not be possible.

If customers are not happy with their order after they left our premises they have to contact Freelicious immediately via email describing the problem. Customers will be required to bring the products back for an inspection. The customer must do so immediately or no longer than 24 hours after collection. If we find there was a quality problem with the product the 50% refund will be issued within 7 days using the original payment method. If customer fails to return the product within the agreed time frame we cannot issue any refund due to the nature of the product (most of the products must be consumed within 24 hours)

We do not allow any returns&refunds for orders delivered by post because of the nature of the products. We also cannot take any responsibility for possible damage made during the transport. Our products are securely packed with a fragile warning on a package however it’s not in our control to ensure packages will be handled with care.

We will not accept any returns due to damage caused by a third party (for example flowers placed on a cake by a third party)

**Cancellations**

**Celebration cakes**

If there is a rare circumstance and there will be a cancellation on our side, the customer will be refunded 100% of the price paid. The refund will be issued within 7 days using the original payment method.

If there is a serious reason for cancellation on a customer’s side, the order has been paid in full and the cancellation will be made at least 2 days before the collection day we will issue a 50% refund within 7 days using the original payment method.

Unfortunately, we cannot accept any cancellations made on a collection day.

**Custom orders for collections - cookies, cake toppers**

If there is a rare circumstance and there will be a cancellation on our side, the customer will be refunded 100% of the price paid. The refund will be issued within 7 days using the original payment method.

If there is a serious reason for cancellation on a customer’s side, the order has been paid in full and the cancellation will be made at least 3 days before the collection day we will issue a 50% refund within 7 days using the original payment method.

Unfortunately, we cannot accept any cancellations made less than 3 days before collection day due to the nature of a product.

**Wedding cakes**

If there is a rare circumstance and there will be a cancellation on our side, the customer will be refunded 100% of the price paid. The refund will be issued within 7 days using the original payment method.

If there is a serious reason for cancellation on a customer’s side and the cancellation will be made at least 1 month before the collection or set up day we will issue a 50% refund within 7 days using the original payment method.

If a cancellation will be made at least 14 days before the collection or set up day we will issue a 20% refund within 7 days using the original payment method.

Unfortunately, we cannot accept any cancellations and cannot issue a refund if cancellation is made less than 14 before collection or set up day.

**Copyright**

***We work closely with every customer to ensure their vision and wishes are reflected in the final product made by us. We welcome every idea and we try to understand customers preferences. However, due to the copyright, we cannot copy someone else’s work. We will get inspiration and ideas of a customer’s wishes but because custom products are a state of art and reflect the abilities, visions and nature of a person making them and the final product will be unique. Therefore we recommend having a look throughout our portfolio before you order.***

**Publication**

We respect the privacy of our customers and we will not post any personal details or event details without permission. We do, however, reserve the right to photograph or film baked goods and use this material for our marketing purposes (website, social media, marketing material) without customer’s permission or any compensation.

**We reserve the right to change the Terms and Conditions at any time, without further notice.**