



# Terms and Conditions

## **Ordering, collection and delivery:**

All orders must be paid for in full at time of order and no order can be confirmed nor collection or delivery date booked until full payment is received. All Payments are non-refundable.

Since each cake is handmade, exact colours and details will vary from order to order and it is not always possible to exactly replicate cakes or flowers in photographs. Whilst we will try to meet any specific requirements, the final design will be at the discretion of Cakes by the Bunch.

Collections from Cakes by the Bunch HQ in North Abingdon are by appointment only within a pre-agreed 15-minute window.

In cases where delivery has been agreed, the cost, time and location of delivery will be agreed at order time. It is your responsibility to ensure that somebody is available to receive the delivery. Goods will not be left outside, and if nobody is available, then the order will be taken back to Cakes by the Bunch HQ.

Once an order is placed, changes to the order, collection or delivery date may only be made at the discretion of Cakes by the Bunch.

In extreme circumstances goods may be held for up to 24 hours to allow for a re-scheduled collection. This is at the discretion of Cakes by the Bunch and depends on availability.

In the unlikely event of Cakes by the Bunch being unable to fulfil an order due to exceptional circumstances, a full refund will be given.

## **Allergen information**

Unless specified otherwise, all cupcakes contain eggs, dairy products and gluten. All allergens are declared on our packaging. Whilst no nuts are included in any of our recipes, the cupcakes are produced in a kitchen that contains nuts and where nuts may have been used.

All cakes can be made using gluten free ingredients and/or dairy free ingredients. However, all cakes are baked in a kitchen where allergens may be present. As the final products are not tested, Cakes by the Bunch cannot guarantee that any products are completely free from allergens.

The following measures are in place to avoid cross contamination:

- Cakes using allergen free ingredients are always baked first using non-permeable equipment that has been thoroughly cleaned using a dishwasher.
- Baked cupcakes are stored separately using bags that are only used for those with allergen-free ingredients.
- Iced cupcakes are stored using boxes that are only used for those with allergen-free ingredients.
- Usual hygiene procedures are followed throughout the baking process.

### **After collection**

Once an order has been collected, Cakes by the Bunch cannot be held responsible for any damage caused by incorrect handling, transport or storage. We strongly recommend that orders are transported in the footwell or boot of your car and are not placed on the seats.

Cakes and Cupcakes are best stored in a cool dry place away from heat & sunlight and best eaten within 3 days.

Any concerns regarding your order must be raised within 24 hours of taking collection in order for us to help you reach a resolution. Replacement or Refunds will not be considered without the return of your original order.

Cakes by the Bunch reserve the right to use any image of cakes made by them for any purpose. Customers may also post images of any cakes, as long as they are appropriately attributed to Cakes by the Bunch.

### **Use of personal information**

Cakes by the Bunch retains personal information provided with the order to allow for the fulfilment of the order and as required for tax purposes. Cakes by the Bunch may also use this information to contact you about Cakes by the Bunch promotions or services. If you do not wish to be contacted, then you may opt out at any time. No personal information is passed on to any third-parties.

By placing your order with Cakes by the Bunch it is assumed you have read & agreed to these terms & conditions.

Cakes by the Bunch – September 2025