



## **Deliveries Terms & Conditions:**

We will only attempt to deliver your order once, and if no answer at your chosen delivery address, we will attempt to contact you using the telephone number supplied. An additional delivery charge could be applied if we have to re-deliver at an alternative time. Alternatively, your order can be collected from the Ellese Bakes shop in Caister On Sea the next working day (our working days are Wednesday to Sunday).

There is no exact time for delivery, this will be in between the times selected on the order, and all delivery charges are non-refundable.

## **Reporting Damages, Discrepancies & Missing Items:**

If there is an error or item missing when your order is delivered, please ensure this is reported to us within 24 hours. We will offer to replace or fix the issues in the first instance, however if this is not an option, we will then discuss a reasonable refund with you. Unfortunately, this does not include ordering an incorrect item through the website as we do not have control over this. If you would like to discuss anything with us before placing your order, please email us on [admin@ellesebakes.com](mailto:admin@ellesebakes.com)

## **Order Cancellations:**

Should you wish to cancel your order with Ellese Bakes please do so at least five days before the order is due to be collected or delivered. Cancellations within five days cannot guarantee a refund. Any personalised items on the order will not be refundable. Delivery costs are non-refundable.