



## Terms and Conditions

If there is an issue with a shipment, we encourage you to contact us via [order.koekandcake@gmail.com](mailto:order.koekandcake@gmail.com).

We are friendly humans who are keen to keep our customers happy.

## Terms and Conditions

### 1. Introduction

1. These terms and conditions govern the use of our website and the sale of our products.
2. By using our website and purchasing our products, you agree to these terms and conditions.

### 2. Products

1. We sell baked goods, including bread, cakes, cookies, and pastries.
2. We make every effort to ensure that our products are accurately described on our website.
3. We reserve the right to change our product offerings at any time.
4. Unfortunately, as our items are food and some are customised, we do not accept returns. If you are unsatisfied with your order, please contact us and we will aim to resolve your issue.

### 3. Orders

1. You may place an order through our website.
2. We will confirm your order by email.
3. We reserve the right to refuse any order.

### 4. Payment

1. Payment must be made at the time of ordering.
2. We accept payment by credit card and PayPal.

## 5. Shipping & Delivery

1. We offer shipping to all locations within Australia.
2. Shipping costs will be calculated based on the weight of the order and the delivery location.
3. Orders will be shipped within 3-5 business days of payment confirmation or as agreed.
4. If your order is damaged during shipping, please contact us immediately.
5. We will deliver your order to the address you provide at the time of ordering.
6. We will make every effort to deliver your order on the date and time specified.
7. We are not responsible for any delays caused by circumstances beyond our control.

## 6. Returns and Refunds

1. We do not accept returns or offer refunds for our products, except where we supplied a product that was not ordered.
2. Sufficient evidence must be supplied. We accept photo and video.
3. To be eligible for a refund, the items must have been purchased via our web shop. Purchases made elsewhere do not qualify.
4. Refunds will be issued to your original method of payment.

## 7. Ingredients and Allergens

1. We provide a list of ingredients for each product we sell.
2. We also provide information about any allergens present in the product.
3. The allergen information is displayed in a clear and prominent manner, such as in bold or capital letters.
4. If you have any questions about the allergen content of a product, please contact us.
5. We take all reasonable steps to ensure that our products are free from allergens, but we cannot guarantee that they are allergen-free.

